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July 3, 2017

Marlene Dortch Secretary Federal Communications Commission 445 12th Street, S.W. Washington, DC 20554

Re: ClearCaptions, LLC Annual Consumer Complaint Log Covering June 1,

2016-May 31, 2017 **CG Docket No. 03-123**

Dear Ms. Dortch,

ClearCaptions, LLC, pursuant to Section 64.604(c)(1),¹ submits herewith the ClearCaptions, LLC Annual Consumer Complaint Log submission for IP-CTS. So that the Company may finally compile and verify the accuracy of the information regarding the total number of interstate IP CTS calls during the relevant time period, ClearCaptions will be submitting that information with a request for confidential treatment by close of business on Friday, July 7, 2017.

As you will note in reviewing the compilation, many of the complaint tickets that were lodged and reported related to items such as customer internet access, the provision of which is not the responsibility of ClearCaptions, but yet ClearCaptions was able to help the customer resolve through its interaction with the customer.

44 Offices in 21 Countries

¹ 47 C.F.R. § 64.604(c)(1).

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Please contact the undersigned with any questions,

Paul C. Besozzi

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Respectfully submitted

202-457-5292

Counsel to ClearCaptions, LLC

ClearCaptions LLC, Number of Complaints Alleging Violation of Federal TRS Mandatory Minimum Standards by Month

	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Grand Total
Count of													
customer													
cases	219	210	230	241	323	214	263	313	383	454	380	512	3742

Case Number O	pened Date C	Closed Date Reported Is	sue Reported Issue Detail	Resolution
19699	6/24/16	7/20/16 Captions	Not accurate	Customer Care collected the customer's information and passed it on to management. There has been no further dialogue with this customer.
19609	6/23/16	6/23/16 Captions	Not accurate	Customer Care identified an issue with the customer's local internet solution. There has been no further dialogue with this customer.
				Customer Care collected the customer's information and passed it on to management. There has been
19387	6/21/16	6/21/16 Captions	Not accurate	no further dialogue with this customer. Customer Care collected the customer's information and passed it on to management. There has been
19182	6/17/16	9/9/16 Captions	Not accurate	no further dialogue with this customer. Customer Care provided basic trouble shooting tips. There has been no further follow-up with this
18655	6/9/16	6/9/16 Captions	Not accurate	customer
20499	7/9/16	8/11/16 Captions	Not accurate	Customer initially reported an audio issue with the phone. Customer Care was unable to contact the customer after multiple attemts to further assist the customer.
20333	7/7/16	7/13/16 Captions	Not accurate	Customer Care provided basic trouble shooting tips. There has been no further follow-up with this customer, customer was satisfied
24052	8/31/16	8/31/16 Captions	Not accurate	Customer Care collected the customer's information and passed it on to management. There has been no further dialogue with this customer.
				Customer Care collected the customer's information and passed it on to management. There has been
23932	8/30/16	8/30/16 Captions	Not accurate	no further dialogue with this customer. Customer Care collected the customer's information and passed it on to management. There has been
23931	8/30/16	9/13/16 Captions	Not accurate	no further dialogue with this customer. Customer Care collected the customer's information and passed it on to management. There has been
23893	8/29/16	8/29/16 Captions	Not accurate	no further dialogue with this customer.
23569	8/24/16	8/24/16 Captions	Not accurate	Customer Care collected the customer's information and passed it on to management. There has been no further dialogue with this customer.
23475	8/23/16	9/14/16 Captions	Not accurate	Customer Care identifed an issue with the phone's power cord, upon replacing the cord, customer's reported no further issues and was satisfied
22960	8/16/16	8/16/16 Captions	Not accurate	Customer Care provided additional training to the customer, no futher issues have been reported.
22915	8/16/16	8/16/16 Captions	Not accurate	Customer Care collected the customer's information and passed it on to management. There has been no further dialogue with this customer.
22596	8/11/16	8/11/16 Captions	Not accurate	Customer Care collected the customer's information and passed it on to management. There has been no further dialogue with this customer.
				Customer Care provided basic trouble shooting tips. There has been no further follow-up with this
25922	9/23/16	10/6/16 Captions	Not accurate	customer Customer Care provided some basic trouble shooting tips and scheduled an onsite visit with the
25427	9/20/16	10/17/16 Captions	Not accurate	customer to provide training. Customer was satisfied after receiving onsite training. Customer Care provided basic trouble shooting tips. There has been no further follow-up with this
25358	9/19/16	9/19/16 Captions	Not accurate	customer
24642	9/12/16	9/16/16 Captions	Not accurate	Customer Care provided basic trouble shooting tips. There has been no further follow-up with this customer
28610	10/22/16	10/24/16 Captions	Not accurate	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
33056	11/29/16	11/29/16 Captions	Not accurate	Customer Care provided basic trouble shooting tips. There has been no further follow-up with this customer
31506	11/14/16	12/22/16 Captions	Not accurate	Customer Care provided basic trouble shooting tips. Customer was not satisfied with the service and returned their Caption phone
31105	11/11/16	11/11/16 Captions	Not accurate	Customer Care provided basic trouble shooting tips. There has been no further follow-up with this customer
				Customer Care provided basic trouble shooting tips. There has been no further follow-up with this
30263	11/7/16	11/7/16 Captions	Not accurate	customer Customer Care provided basic trouble shooting tips. Customer was not satisfied with the service and
30357	11/7/16	11/17/16 Captions	Not accurate	returned their Caption phone Customer Care collected the customer's information and passed it on to management. There has been
37068	12/28/16	1/3/17 Captions	Not accurate	no further dialogue with this customer.
36921	12/27/16	1/7/17 Captions	Not accurate	Customer Care provided basic trouble shooting tips. There has been no further follow-up with this customer
36621	12/21/16	12/21/16 Captions	Not accurate	Customer Care collected the customer's information and passed it on to management. There has been no further dialogue with this customer.
				Customer Care identified an issue with the customer's local internet solution. After working with the
36291	12/19/16	1/20/17 Captions	Not accurate	IPS the issue was resolved. There has been no further dialogue with this customer. Customer Care provided basic trouble shooting tips and scheduled an onsite vist for futher assistance.
34897	12/10/16	12/12/16 Captions	Not accurate	Upon the onsite visit, the customer's issue's were resolved and the customer is satisfied. Upon following-up with the customer, the customer stated their initial issue is resolved but wanted to
34461	12/7/16	12/21/16 Captions	Not accurate	report another issue. A separate log was created for that issue.
34216	12/6/16	1/23/17 Captions	Not accurate	Customer Care provided additional training to the customer, no futher issues have been reported. Customer was concerned about delays and accuracy, upon rebooting the customer's modem/router
41057	1/30/17	1/31/17 Captions	Not accurate	and phone, the issue was resolved. Customer was shipped filters to add to their phone line to reduce "noise" in the line. There has been
39428	1/18/17	2/16/17 Captions	Not accurate	no futher dialogue with this customer.
44963	2/26/17	3/23/17 Captions	Not accurate	Customer was dissatisfied with the Accuracy of the captioning. Customer was sent an RMA kit to return the phone
43730	2/17/17	2/22/17 Captions	Not accurate	Customer was experiencing distorted audio on their phone, Customer Care determined the phone was faulty and sent the customer a replacement.
43069	2/17/17	2/22/17 Captions 2/21/17 Captions	Not accurate	Customer Care provided basic trouble shooting tips
48885	3/24/17	3/24/17 Captions	Not accurate	Customer unhappy with caption accuracy, information was passed on to management
				Customer was reporting the phone would reboot during calls. Customer care shipped a new phone to
48834	3/23/17	3/29/17 Captions	Not accurate	the customer to replace the faulty unit. Customer Care collected the customer's information and passed it on to management. There has been
47620	3/16/17	3/17/17 Captions	Not accurate	no further dialogue with this customer. Customer Care collected the customer's information and passed it on to management. There has been
47523	3/16/17	3/21/17 Captions	Not accurate	no further dialogue with this customer.
				Customer was experiencing innacurate captions on a very fast automated message from her local library. Customer Care explained that due to the poor audio recording and the speed at which it is
46716	3/10/17	3/10/17 Captions	Not accurate	delivered, can make captioning difficult. Customer understood.

				Customer Care collected the customer's information and passed it on to management. There has been
54844	4/28/17	4/28/17 Captions	Not accurate	no further dialogue with this customer.
E461E	4/27/17	E/9/17 Captions	Not accurate	Customer Care provided basic trouble shooting tips. There has been no further follow-up with this
54615	4/27/17	5/8/17 Captions	Not accurate	customer Customer Care provided basic trouble shooting tips. There has been no further follow-up with this
52830	4/17/17	4/20/17 Captions	Not accurate	customer
50907	4/5/17	4/19/17 Captions	Not accurate	Customer Care identified an issue with the customer's phone and issued a replacement.
				Customer Care collected the customer's information and passed it on to management. There has been
60177	5/31/17	5/31/17 Captions	Not accurate	no further dialogue with this customer.
60150	5/30/17	5/30/17 Captions	Not accurate	Customer Care collected the customer's information and passed it on to management. There has been no further dialogue with this customer.
00130	3/30/17	3/30/17 Caption3	Not accurate	Customer Care provided basic trouble shooting tips. There has been no further follow-up with this
59500	5/25/17	5/25/17 Captions	Not accurate	customer
				Customer Care collected the customer's information and passed it on to management. There has been
59478	5/25/17	5/26/17 Captions	Not accurate	no further dialogue with this customer.
F0100	F /10 /17	5/10/17 C+i	Neterment	Customer Care collected the customer's information and passed it on to management. There has been
58198 57902	5/18/17 5/16/17	5/18/17 Captions 5/24/17 Captions	Not accurate Not accurate	no further dialogue with this customer. Unable to contact customer for follow-up
37302	5/10/1/	5/2 i/17 Captions	not accurate	Customer Care collected the customer's information and passed it on to management. There has been
56753	5/9/17	5/9/17 Captions	Not accurate	no further dialogue with this customer.
				Customer Care collected the customer's information and passed it on to management. There has been
56319	5/8/17	5/11/17 Captions	Not accurate	no further dialogue with this customer.
55163	5/1/17	5/2/17 Captions	Not accurate	Customer Care collected the customer's information and passed it on to management. There has been no further dialogue with this customer.
18287	6/1/16	6/6/16 Captions	Not working/starting	After rebooting router, and reinstalling phone, all issues were resolved
18266	6/1/16	6/2/16 Captions	Not working/starting	Assisted customer in reestablishing wifi connection. Resolved all issues.
18306	6/1/16	6/3/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
18297	6/1/16	6/1/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
18323	6/2/16	6/2/16 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
18337	6/2/16	6/2/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
				Customer connectivity issues were with their ISP. We can provide no further assistance until ISP
18408	6/3/16	8/11/16 Captions	Not working/starting	resolves issues within the customer's home.
18480	6/6/16	7/8/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
	- / - /	- / /		customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer
18452	6/6/16	9/28/16 Captions	Not working/starting	if they expience the issue again.
18443	6/6/16	6/6/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
18491	6/6/16	6/6/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied Customer's ISP was needed to perform onsite support. Customer confirmed that after visit, everything
18574	6/7/16	8/2/16 Captions	Not working/starting	was working accordingly.
10371	0,7,10	0/2/10 Captions	riot working, starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer
18553	6/7/16	6/15/16 Captions	Not working/starting	if they expience the issue again.
18551	6/7/16	9/16/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
18510	6/7/16	6/7/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
18522	6/7/16	6/7/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
18523	6/7/16	6/8/16 Captions	Not working/starting	Captions weren't working due to wifi connection failure. Customer needed assistance connecting to the
18544	6/7/16	6/7/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
18595	6/8/16	6/15/16 Captions	Not working/starting	Issue with customer's internet connection. Once fixed, phone worked accordingly
18579	6/8/16	6/21/16 Captions	Not working/starting	After resolving internet connection issue, phone worked accordingly. Customer was satisfied.
18598	6/8/16	6/8/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
18601	6/8/16	6/8/16 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
18637	6/9/16	7/8/16 Captions	Not working/starting	Century Link outage, once resolved, phone worked accordingly
18682	6/9/16	6/27/16 Captions	Not working/starting	Customer experienced issues with mobile app because their carrier doesn't allow for voice and data at the same time.
18658	6/9/16	6/9/16 Captions	Not working/starting Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
40554	6/9/16	stantas o .:	Not working/starting	
18664	6/9/16	6/10/16 Captions 6/10/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
18685	6/10/16	9/9/16 Captions	Not working/starting	Customer dropped internet service, will call back once established
18721	6/10/16	6/10/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
18734	6/10/16	6/20/16 Captions	Not working/starting	Resolved customer's wifi connection
			J	After cycling the power on the router, resetting the customer's router password, and applied necessary
18753	6/13/16	6/18/16 Captions	Not working/starting	network configurations, phone worked accordingly. Customer was satisfied.
18770	6/13/16	6/13/16 Captions	Not working/starting	Resolved customer's wifi connection
18776	6/13/16	6/13/16 Captions	Not working/starting	Resolved customer's wifi connection
18800	6/13/16	6/14/16 Captions	Not working/starting	Resolved customer's wifi connection
18854	6/14/16	7/11/16 Captions	Not working/starting	Sent onssite support to establish a network connection.
18829	6/14/16	6/14/16 Captions	Not working/starting	Resolved customer's ethernet connection
18855	6/14/16	6/14/16 Captions	Not working/starting	Resolved customer's wifi connection
18910 18978	6/15/16	6/15/16 Captions	Not working/starting Not working/starting	Once wifi issue resolved, everything worked accordingly Resolved customer's wifi connection
	6/15/16 6/15/16	6/15/16 Captions 8/30/16 Captions	Not working/starting Not working/starting	Phone issues required it be RMA'd. New phone resolved issues.
18994 19082	6/15/16	8/30/16 Captions 6/16/16 Captions	Not working/starting Not working/starting	Resolved customer's wifi connection
19082	6/16/16	9/16/16 Captions	Not working/starting	Resolved customer's wifi connection
19114	6/17/16	7/11/16 Captions	Not working/starting	Resolved customer's wifi connection
19126	6/17/16	6/17/16 Captions	Not working/starting	Resolved customer's wifi connection
19129	6/17/16	6/17/16 Captions	Not working/starting	Resolved customer's wifi connection
19211	6/20/16	6/20/16 Captions	Not working/starting	Resolved customer's wifi connection
19228	6/20/16	6/20/16 Captions	Not working/starting	Resolved customer's wifi connection
19323	6/21/16	6/22/16 Captions	Not working/starting	After performing a complete factory reset to the router, issues were resolved.
19393	6/21/16	8/24/16 Captions	Not working/starting	After installing new router, all issues were resolved.
19314	6/21/16	6/21/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
19358	6/21/16	6/21/16 Captions	Not working/starting	after trouble shooting with the customer, issues are resolved.
19362	6/21/16	6/22/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
				Customer unresponsive for further assistance. Will provide additional trouble shooting tips to
19501	6/22/16	8/3/16 Captions	Not working/starting	customer if they expience the issue again.

19428	6/22/16	7/6/16 Captions	Not working/starting	Resolved customer's wifi connection
19426	6/22/16	7/7/16 Captions	Not working/starting	Resolved customer's wifi connection
19409	6/22/16	6/22/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
19410 19420	6/22/16 6/22/16	6/22/16 Captions 6/22/16 Captions	Not working/starting Not working/starting	Resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found.
19427	6/22/16	8/30/16 Captions	Not working/starting	ISP issue resolved, phone working accordingly
19434	6/22/16	6/22/16 Captions	Not working/starting	After trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied
19496	6/22/16	6/22/16 Captions	Not working/starting	reran connection wizard. Everything is working accordingly. Customer was satisfied
19500	6/22/16	9/12/16 Captions	Not working/starting	resolved customers network connection
19511	6/22/16	6/22/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
19570	6/23/16	6/23/16 Captions	Not working/starting	Phone was defective. A replacement was sent to the customer.
19598	6/23/16	7/7/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
19523	6/23/16	6/23/16 Captions	Not working/starting	Resolved customer's wifi connection
19524	6/23/16	6/23/16 Captions	Not working/starting	Resolved customer's wifi connection
19540	6/23/16	6/23/16 Captions	Not working/starting	After further training the customer on use of the phone, no issue could be found.
19564	6/23/16	6/23/16 Captions	Not working/starting	Resolved customer's wifi connection
19572	6/23/16	6/23/16 Captions	Not working/starting	Resolved customer's wifi connection
19592	6/23/16	6/23/16 Captions	Not working/starting	Resolved customer's ethernet connection
19596	6/23/16	6/23/16 Captions	Not working/starting	Resolved customer's wifi connection
10550	C /2 4 /4 C	0/2/16 6	National description	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer
19660	6/24/16	8/3/16 Captions	Not working/starting	if they expience the issue again.
19676	6/24/16	8/3/16 Captions	Not working/starting	Customer didn't know wireless key for router, was going to follow-up with their ISP to get the key. customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer
19690	6/24/16	9/27/16 Captions	Not working/starting	if they expience the issue again.
19649	6/24/16	8/2/16 Captions	Not working/starting	Resolved customer's wifi connection
19666	6/24/16	6/24/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
19678	6/24/16	6/24/16 Captions	Not working/starting	Resolved customer's wifi connection
19707	6/25/16	7/13/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
19701	6/25/16	7/6/16 Captions	Not working/starting	After performing a complete factory reset to the router, issues were resolved.
19710	6/25/16	7/7/16 Captions	Not working/starting	After trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied
19712	6/25/16	6/27/16 Captions	Not working/starting	Resolved customer's wifi connection
				customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer
19713	6/26/16	8/3/16 Captions	Not working/starting	if they expience the issue again.
19780	6/27/16	6/27/16 Captions	Not working/starting	Resolved customer's wifi connection
19786	6/27/16	6/27/16 Captions	Not working/starting	Resolved customer's wifi connection
				After rebooting the customer's router and providing additional training, the customer was satisfied and
19882	6/28/16	7/7/16 Captions	Not working/starting	issues were resolved.
19801	6/28/16	6/28/16 Captions	Not working/starting	Resolved customer's wifi connection
19871	6/28/16	7/6/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
19810	6/28/16	6/28/16 Captions	Not working/starting	Resolved customer's wifi connection
19966	C/20/1C	7/20/16 Cantiana	Not working (starting	Customer's son changed their wifi info, upon fixing in the phone, customer was satisified and phone
19900	6/29/16	7/20/16 Captions	Not working/starting	was working. Assisted customer in establishing a network connection. After providing additional training, all issues
19955	6/29/16	6/29/16 Captions	Not working/starting	were resolved.
19931	6/29/16	6/29/16 Captions	Not working/starting	Provided additional training to customer on how to restart captioning. All issues were resolved
19934	6/29/16	6/29/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
19940	6/29/16	6/29/16 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
19941	6/29/16	6/29/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
19974	6/29/16	7/1/16 Captions	Not working/starting	Resolved customer's wifi connection
19980	6/29/16	6/29/16 Captions	Not working/starting	Resolved customer's ethernet connection
20064	6/30/16	8/2/16 Captions	Not working/starting	Assisted cutomer with reinstalling the phone. All issues were resolved.
20117	7/1/16	7/11/16 Captions	Not working/starting	Assisted customer in installing a wifi range extender. All functioning accordingly once done.
20088	7/1/16	7/1/16 Captions	Not working/starting	Resolved customer's wifi connection
20133	7/2/16	7/12/16 Captions	Not working/starting	Customer needed onsite assistance with the phone. Upon technician visit, issues were resolved.
20165	7/5/16	8/2/16 Captions	Not working/starting	customer needed assistance reestablishing network connection.
20204	7/5/16	7/5/16 Captions	Not working/starting	Resolved customer's wifi connection
20159 20194	7/5/16	7/5/16 Captions	Not working/starting Not working/starting	Resolved customer's wifi connection
20194	7/5/16	7/5/16 Captions	NOT WOLKING/STALTING	Resolved customer's wifi connection
20214	7/5/16	9/28/16 Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they expience the issue again.
20266	7/6/16	7/11/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
20278	7/6/16	8/2/16 Captions	Not working/starting	Customer ISP outage impacted Captioins service. Once re-established everything worked accordingly
20291	7/6/16	8/4/16 Captions	Not working/starting	Resolved customer's wifi connection
20305	7/6/16	7/26/16 Captions	Not working/starting	Resolved customer's wifi connection
20244	7/6/16	7/6/16 Captions	Not working/starting	Resolved customer's wifi connection
20260	7/6/16	7/6/16 Captions	Not working/starting	Resolved customer's wifi connection
20300	7/6/16	7/6/16 Captions	Not working/starting	Resolved customer's wifi connection
20385	7/7/16	8/24/16 Captions	Not working/starting	Resolved customer's wifi connection
20335	7/7/16	7/7/16 Captions	Not working/starting	Resolved customer's wifi connection
20343	7/7/16	7/7/16 Captions	Not working/starting	Resolved customer's wifi connection
20372	7/7/16	7/7/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
20435	7/8/16	7/12/16 Captions	Not working/starting	Resolved customer's wifi connection
20:=:	7/0/	7/11/15 6	Natural: ()	After trouble shooting the issue, and rebooting their wifi router, the problem was resolved. Everything
20474	7/8/16	7/11/16 Captions	Not working/starting	was working accordingly afterwards
20413	7/8/16	7/8/16 Captions	Not working/starting	After doing a fresh power cycle, all issues were resolved.
20424	7/8/16	7/8/16 Captions	Not working/starting	Resolved customer's wifi connection
20434 20486	7/8/16 7/8/16	7/8/16 Captions 7/8/16 Captions	Not working/starting Not working/starting	Resolved customer's wifi connection Custoer had a firewall issue, upon resolving everything was working accordingly
20486	7/8/16	7/8/16 Captions 7/11/16 Captions	Not working/starting Not working/starting	Resolved customer's wifi connection
20501	7/9/16	7/9/16 Captions	Not working/starting	Resolved customer's ethernet connection
20301	7/3/10	,, 5, 10 Captions	working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer
20510	7/10/16	8/17/16 Captions	Not working/starting	if they expience the issue again.
20522	7/11/16	7/27/16 Captions	Not working/starting	after powercycling the phone, issues were resolved.

				Customer had a loose connection in their onsite network panel in their condo. Support came by and
20527	7/11/16	7/13/16 Captions	Not working/starting	fixed. All issues resolved.
20544	7/11/16	7/20/16 Captions	Not working/starting	resolved customers wifi connection
20548	7/11/16	9/29/16 Captions	Not working/starting	sent onssite support to establish a network connection.
20531	7/11/16	7/11/16 Captions	Not working/starting	Resolved customer's ethernet connection
20566	7/11/16	7/11/16 Captions	Not working/starting	Resolved customer's wifi connection
20567	7/11/16	7/11/16 Captions	Not working/starting	Resolved customer's wifi connection
20605	7/12/16	9/22/16 Captions	Not working/starting	Home network was creating connection issues, upon resolving the issue, customer was satisfied and the issues were resolved.
20695	7/13/16	7/18/16 Captions	Not working/starting	Resolved issue with customer's ISP "switching from complimentary period" to regular service. Once resolved, connection was reestablished
20671	7/13/16	7/22/16 Captions	Not working/starting	ISP visit onsite resolved network issues.
20071	7/15/10	7/22/10 Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to custom
20677	7/13/16	9/7/16 Captions	Not working/starting	if they expience the issue again.
20807	7/14/16	7/26/16 Captions	Not working/starting	Resolved customer's wifi connection
20808	7/14/16	7/21/16 Captions	Not working/starting	Local ISP resolved network issue at their residence. All issues were resolved.
20734	7/14/16	7/14/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
20736	7/14/16	7/18/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
20752	7/14/16	7/14/16 Captions	Not working/starting	Resolved customer's wifi connection
20754	7/14/16	7/14/16 Captions	Not working/starting	Resolved customer's wifi connection
20863	7/15/16	8/2/16 Captions	Not working/starting	Resolved customer's wifi connection
20837	7/15/16	8/4/16 Captions	Not working/starting	ISP needed to activate modem, once done, all issues resolved
20817	7/15/16	7/15/16 Captions	Not working/starting	Resolved customer's wifi connection
20822	7/15/16	7/15/16 Captions	Not working/starting	Resolved customer's wifi connection
20822	7/15/16	7/15/16 Captions	Not working/starting	Resolved customer's wifi connection
20824	7/15/16		Not working/starting Not working/starting	After doing a fresh power cycle, all issues were resolved.
		7/15/16 Captions		Resolved customer's wifi connection
20871	7/15/16	9/29/16 Captions	Not working/starting	
20	7/4-1	0/05/45 5		customer unresponsive for further assistance. Will provide additional trouble shooting tips to custom
20886	7/16/16	8/25/16 Captions	Not working/starting	if they expience the issue again.
20941	7/18/16	8/2/16 Captions	Not working/starting	customer needed new router, once installed, everything resolved
20933	7/18/16	7/18/16 Captions	Not working/starting	Resolved customer's wifi connection
20935	7/18/16	7/18/16 Captions	Not working/starting	after trouble shooting with the customer, issues are resolved.
20977	7/19/16	8/9/16 Captions	Not working/starting	After working with IT POC, firewall issue was resolved and everything was working accordingly
21015	7/19/16	8/17/16 Captions	Not working/starting	after torubleshooting firewall issues, the problem was resolved.
				customer's home wifi network and placement of the phone were resulting in connection issues. Upo
20983	7/19/16	8/3/16 Captions	Not working/starting	the customer installing a better wifi router, issues were resolved.
20989	7/19/16	7/19/16 Captions	Not working/starting	Resolved customer's wifi connection
21030	7/19/16	7/19/16 Captions	Not working/starting	Resolved customer's wifi connection
21052	7/20/16	7/25/16 Captions	Not working/starting	Resolved customer's ethernet connection
21063	7/20/16	7/20/16 Captions	Not working/starting	Resolved customer's wifi connection
21065	7/20/16	7/20/16 Captions	Not working/starting	Resolved customer's ethernet connection
21083	7/20/16	7/20/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
21005	7,20,10	7720710 Captions	not working/starting	Firewall was causing issues around software updates to the phone. Upon resolving, phone was worki
21224	7/21/16	10/14/16 Captions	Not working/starting	accordingly
24447	7/24/46	7/24/46 6	Not an alia of the ation	Assisted customer in establishing a network connection. After providing additional training, all issues
21147	7/21/16	7/21/16 Captions	Not working/starting	were resolved.
21157 21178	7/21/16	7/21/16 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
	7/21/16	7/21/16 Captions	Not working/starting	resolved customer's ethernet connection
21218	7/21/16	7/27/16 Captions	Not working/starting	Resolved customer's wifi connection
21260	7/22/16	8/17/16 Captions	Not working/starting	upon resolving firewall issues, the problems were resolved. Customer was satisfied.
21261	7/22/16	8/17/16 Captions	Not working/starting	after torubleshooting firewall issues, the problem was resolved.
21262	7/22/16	8/11/16 Captions	Not working/starting	Phone issues required it be RMA'd. upon trouble shooting the issue with the customer, no problem could be found. Customer was
21230	7/22/16	8/9/16 Captions	Not working/starting	satisfied.
21335		· · · · · · · · · · · · · · · · · · ·		resolved customer's network connection
	7/23/16	7/23/16 Captions	Not working/starting	
21336	7/23/16	7/23/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Assisted customer in establishing a network connection. After providing additional training, all issues
21339	7/23/16	8/17/16 Captions	Not working/starting	were resolved.
21366	7/25/16	7/25/16 Captions	Not working/starting	Resolved customer's wifi connection
21466	7/26/16	8/9/16 Captions	Not working/starting	firewall was causing issues. Upon resolving, phone was working accordingly
21465	7/26/16	7/26/16 Captions	Not working/starting	Resolved customer's wifi connection
21492	7/26/16	7/26/16 Captions	Not working/starting	Resolved customer's ethernet connection
21492	7/26/16	7/26/16 Captions	Not working/starting	Resolved customer's wifi connection
21498	7/26/16	7/26/16 Captions	Not working/starting	Resolved customer's wifi connection
21603	7/26/16	7/27/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
21003	7/27/10	7/27/10 Captions	NOT WORKING/Starting	Customer was having newtork issues due to wifi extenders. After trouble shooting the issue,
				customer was naving newtork issues due to will extenders. After trouble shooting the issue, customer's son became involved and asked that they had issues that won't be resolved for several
21653	7/28/16	9/1/16 Captions	Not working/starting	months and ask that we wait until then to follow-up.
21706	7/28/16	8/1/16 Captions	Not working/starting	Resolved customer's wifi connection
21758	7/29/16	8/26/16 Captions	Not working/starting	Customer confused as to the blinking lights on the back of the ethernet port, all issues were resolved
21742	7/29/16	7/29/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
21763	7/29/16	7/29/16 Captions	Not working/starting	Resolved customer's wifi connection
	7/29/16	8/12/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
21807		7/30/16 Captions	Not working/starting	resolved customer's ethernet connection
21807 21813	7/30/16			Resolved customer's wifi connection
	7/30/16 7/30/16	7/30/16 Captions	Not working/starting	
21813 21819	7/30/16			unable to Contact customer to provide Technical Support. There has been no further dialogue with t
21813 21819 21936	7/30/16 8/2/16	8/26/16 Captions	Not working/starting	unable to Contact customer to provide Technical Support. There has been no further dialogue with the customer.
21813 21819	7/30/16			unable to Contact customer to provide Technical Support. There has been no further dialogue with t customer. Customer on a shared network that doesn't support captions phone.
21813 21819 21936	7/30/16 8/2/16	8/26/16 Captions	Not working/starting	unable to Contact customer to provide Technical Support. There has been no further dialogue with the customer. Customer on a shared network that doesn't support captions phone.
21813 21819 21936 22050	7/30/16 8/2/16 8/3/16	8/26/16 Captions 8/15/16 Captions	Not working/starting Not working/starting	unable to Contact customer to provide Technical Support. There has been no further dialogue with the customer. Customer on a shared network that doesn't support captions phone. Assisted customer in establishing a network connection. After providing additional training, all issues
21813 21819 21936 22050 22037	7/30/16 8/2/16 8/3/16 8/3/16	8/26/16 Captions 8/15/16 Captions 8/12/16 Captions	Not working/starting Not working/starting	unable to Contact customer to provide Technical Support. There has been no further dialogue with the customer. Customer on a shared network that doesn't support captions phone. Assisted customer in establishing a network connection. After providing additional training, all issues were resolved.
21813 21819 21936 22050	7/30/16 8/2/16 8/3/16	8/26/16 Captions 8/15/16 Captions	Not working/starting Not working/starting Not working/starting	unable to Contact customer to provide Technical Support. There has been no further dialogue with the customer. Customer on a shared network that doesn't support captions phone. Assisted customer in establishing a network connection. After providing additional training, all issues were resolved. Assisted customer in establishing a network connection. After providing additional training, all issues
21813 21819 21936 22050 22037 22103	7/30/16 8/2/16 8/3/16 8/3/16	8/26/16 Captions 8/15/16 Captions 8/12/16 Captions 8/10/16 Captions	Not working/starting Not working/starting Not working/starting Not working/starting	unable to Contact customer to provide Technical Support. There has been no further dialogue with the customer. Customer on a shared network that doesn't support captions phone. Assisted customer in establishing a network connection. After providing additional training, all issues were resolved. Assisted customer in establishing a network connection. After providing additional training, all issues were resolved.

22193	8/4/16	8/4/16 Captions	Not working/starting	Resolved customer's wifi connection
22133	0/4/10	0/4/10 Captions	1400 WOTKING/ Starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer
22278	8/5/16	8/18/16 Captions	Not working/starting	if they expience the issue again.
22256	8/5/16			
		8/5/16 Captions	Not working/starting	Resolved customer's wifi connection
22277	8/5/16	8/5/16 Captions	Not working/starting	Resolved customer's wifi connection
22358	0/0/16	0/10/1C Cantiana	Not woulding (stouting	Assisted customer in establishing a network connection. After providing additional training, all issues
22338	8/8/16	8/18/16 Captions	Not working/starting	were resolved.
22224	0/0/16	0/14/16 6	Not consider a fact or start of	Assisted customer in establishing a network connection. After providing additional training, all issues
22324	8/8/16	9/14/16 Captions	Not working/starting	were resolved.
22312	8/8/16	8/8/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
22347	8/8/16	8/8/16 Captions	Not working/starting	Resolved customer's wifi connection
22355	8/8/16	8/8/16 Captions	Not working/starting	resolved wifi connection.
22385	8/8/16	8/8/16 Captions	Not working/starting	Resolved customer's wifi connection
22388	8/8/16	8/8/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
22407	8/9/16	9/14/16 Captions	Not working/starting	Customer has ISP issues, upon those being resolved, everything was working accordingly.
				ISP COX resolved was going to perform an onsite visit to resolve network issues. Customer called back
22417	8/9/16	8/10/16 Captions	Not working/starting	saying everything was resolved and phone was working accordingly
22404	8/9/16	8/9/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
22486	8/9/16	8/9/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
22505	8/10/16	8/11/16 Captions	Not working/starting	Resolved customer's wifi connection
22520	8/10/16	8/16/16 Captions	Not working/starting	Customer thought they were calling CaptionCall customer service.
22531	8/10/16	8/10/16 Captions	Not working/starting	Resolved customer's wifi connection
22541	8/10/16	8/10/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
22616	8/11/16	8/12/16 Captions	Not working/starting	Resolved customer's wifi connection
22583	8/11/16	8/11/16 Captions	Not working/starting	Resolved customer's wifi connection
24021	8/31/16	8/31/16 Captions	Not working/starting	Resolved customer's wifi connection
			<u> </u>	Firewall issues, facilities network admin to make necessary changes. No furhter dialogue with this
24011	8/31/16	8/31/16 Captions	Not working/starting	customer.
23986	8/30/16	8/30/16 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
23943	8/30/16	8/30/16 Captions	Not working/starting	Customer's number no longer in service. Advised they contact their service provider
23940	8/30/16	8/30/16 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
23948	8/30/16	9/2/16 Captions	Not working/starting	after swapping ports on the modem, all issues were resolved
22649	8/11/16	8/11/16 Captions	Not working/starting	Resolved customer's wifi connection
23836	8/29/16	8/29/16 Captions	Not working/starting	
			<u> </u>	Resolved customer's wifi connection
23832	8/29/16	8/29/16 Captions	Not working/starting	resolved customer's ethernet connection
22042	0/00/45	0/00/45 0 .:		
23812	8/29/16	8/29/16 Captions	Not working/starting	provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
23808	8/29/16	8/29/16 Captions	Not working/starting	Resolved customer's wifi connection
				Customer plugged phone power cord into a "switch" controlled outlet. Once resolved, phone stayed
23820	8/29/16	9/1/16 Captions	Not working/starting	powered on and working
22663	8/11/16	8/16/16 Captions	Not working/starting	resolved customers network connection
23599	8/25/16	8/30/16 Captions	Not working/starting	Resolved customer's wifi connection
				enterprise firewall issues, unable to be put into contact with their IT POC as they oursource the service.
23620	8/25/16	9/1/16 Captions	Not working/starting	Advised customer to identify the correct POC and call us back with info so that we can troubleshoot.
23511	8/24/16	8/24/16 Captions	Not working/starting	Resolved customer's wifi connection
23506	8/24/16	8/24/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
23564	8/24/16	9/1/16 Captions	Not working/starting	Re-ran connection wizard on phone, all issues were resolved.
23491	8/24/16	9/21/16 Captions	Not working/starting	After trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied
23529	8/24/16	10/12/16 Captions	Not working/starting	Customer keeps rescheduling technician visit, and will let us know when they are available
23482	8/23/16	8/23/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
23413	8/23/16		Not working/starting	Resolved customer's wifi connection
23453		8/23/16 Captions		
	8/23/16	8/23/16 Captions 9/7/16 Captions		
	8/23/16 8/22/16	9/7/16 Captions	Not working/starting	upon customer installing a new router, all issues were resolved and customer was satisfied. Resolved customer's wifi connection
23389 23387	8/23/16 8/22/16 8/22/16			upon customer installing a new router, all issues were resolved and customer was satisfied.
23389 23387	8/22/16 8/22/16	9/7/16 Captions 8/26/16 Captions 8/29/16 Captions	Not working/starting Not working/starting Not working/starting	upon customer installing a new router, all issues were resolved and customer was satisfied. Resolved customer's wifi connection Resolved customer's wifi connection
23389 23387 23327	8/22/16 8/22/16 8/22/16	9/7/16 Captions 8/26/16 Captions 8/29/16 Captions 8/22/16 Captions	Not working/starting Not working/starting Not working/starting Not working/starting	upon customer installing a new router, all issues were resolved and customer was satisfied. Resolved customer's wifi connection Resolved customer's wifi connection Resolved customer's wifi connection
23389 23387 23327 22750	8/22/16 8/22/16 8/22/16 8/12/16	9/7/16 Captions 8/26/16 Captions 8/29/16 Captions 8/22/16 Captions 9/30/16 Captions	Not working/starting Not working/starting Not working/starting Not working/starting Not working/starting	upon customer installing a new router, all issues were resolved and customer was satisfied. Resolved customer's wifi connection Resolved customer's wifi connection Resolved customer's wifi connection Resolved customer's wifi connection
23389 23387 23327 22750 22755	8/22/16 8/22/16 8/22/16 8/12/16 8/13/16	9/7/16 Captions 8/26/16 Captions 8/29/16 Captions 8/22/16 Captions 9/30/16 Captions 9/14/16 Captions	Not working/starting Not working/starting Not working/starting Not working/starting Not working/starting Not working/starting	upon customer installing a new router, all issues were resolved and customer was satisfied. Resolved customer's wifi connection Resolved customer's wifi connection Resolved customer's wifi connection resolved customer's wifo connection resolved customers network connection
23389 23387 23327 22750 22755 23316	8/22/16 8/22/16 8/22/16 8/12/16 8/13/16 8/22/16	9/7/16 Captions 8/26/16 Captions 8/29/16 Captions 8/22/16 Captions 9/30/16 Captions 9/14/16 Captions 8/22/16 Captions	Not working/starting	upon customer installing a new router, all issues were resolved and customer was satisfied. Resolved customer's wifi connection Resolved customer's wifi connection Resolved customer's wifi connection Resolved customer's wifi connection resolved customers network connection resolved customer's ethernet connection
23389 23387 23327 22750 22755 23316 23320	8/22/16 8/22/16 8/22/16 8/12/16 8/13/16 8/22/16	9/7/16 Captions 8/26/16 Captions 8/29/16 Captions 8/22/16 Captions 9/30/16 Captions 9/14/16 Captions 8/22/16 Captions 9/14/16 Captions	Not working/starting	upon customer installing a new router, all issues were resolved and customer was satisfied. Resolved customer's wifi connection Resolved customer's wifi connection Resolved customer's wifi connection Resolved customer's wifi connection resolved customers network connection resolved customer's ethernet connection After trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied
23389 23387 23327 22750 22755 23316	8/22/16 8/22/16 8/22/16 8/12/16 8/13/16 8/22/16	9/7/16 Captions 8/26/16 Captions 8/29/16 Captions 8/22/16 Captions 9/30/16 Captions 9/14/16 Captions 8/22/16 Captions	Not working/starting	upon customer installing a new router, all issues were resolved and customer was satisfied. Resolved customer's wifi connection Resolved customer's wifi connection Resolved customer's wifi connection Resolved customer's wifi connection resolved customers network connection resolved customer's ethernet connection
23389 23387 23327 22750 22755 23316 23320 23295	8/22/16 8/22/16 8/22/16 8/12/16 8/13/16 8/22/16 8/22/16 8/20/16	9/7/16 Captions 8/26/16 Captions 8/29/16 Captions 8/22/16 Captions 9/30/16 Captions 9/14/16 Captions 8/22/16 Captions 9/14/16 Captions 9/6/16 Captions	Not working/starting	upon customer installing a new router, all issues were resolved and customer was satisfied. Resolved customer's wifi connection Resolved customer's wifi connection Resolved customer's wifi connection Resolved customer's wifi connection resolved customer setwork connection resolved customer's ethernet connection After trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
23389 23387 23327 22750 22755 23316 23320 23295	8/22/16 8/22/16 8/22/16 8/12/16 8/13/16 8/22/16 8/22/16 8/20/16 8/19/16	9/7/16 Captions 8/26/16 Captions 8/29/16 Captions 8/22/16 Captions 9/30/16 Captions 9/14/16 Captions 8/22/16 Captions 9/14/16 Captions 9/6/16 Captions	Not working/starting	upon customer installing a new router, all issues were resolved and customer was satisfied. Resolved customer's wifi connection Resolved customer's wifi connection Resolved customer's wifi connection Resolved customer's wifi connection resolved customer's enternet connection resolved customer's ethernet connection After trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
23389 23387 23327 22750 22755 23316 23320 23295	8/22/16 8/22/16 8/22/16 8/12/16 8/13/16 8/22/16 8/22/16 8/20/16 8/20/16 8/19/16	9/7/16 Captions 8/26/16 Captions 8/29/16 Captions 8/22/16 Captions 9/30/16 Captions 9/14/16 Captions 8/22/16 Captions 9/14/16 Captions 9/6/16 Captions 8/19/16 Captions 9/1/16 Captions	Not working/starting	upon customer installing a new router, all issues were resolved and customer was satisfied. Resolved customer's wifi connection resolved customer's ethernet connection After trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
23389 23387 23327 22750 22755 23316 23320 23295	8/22/16 8/22/16 8/22/16 8/12/16 8/13/16 8/22/16 8/22/16 8/20/16 8/19/16	9/7/16 Captions 8/26/16 Captions 8/29/16 Captions 8/22/16 Captions 9/30/16 Captions 9/14/16 Captions 8/22/16 Captions 9/14/16 Captions 9/6/16 Captions	Not working/starting	upon customer installing a new router, all issues were resolved and customer was satisfied. Resolved customer's wifi connection resolved customers network connection resolved customer's ethernet connection After trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied provided trouble shooting tips to the customer. There has been no further dialogue with the customer. Resolved customer's wifi connection Assisted customer with installation of range extender
23389 23387 23327 22750 22755 23316 23320 23295 23269 23231 23213	8/22/16 8/22/16 8/22/16 8/12/16 8/13/16 8/22/16 8/22/16 8/20/16 8/19/16 8/19/16	9/7/16 Captions 8/26/16 Captions 8/29/16 Captions 8/22/16 Captions 9/30/16 Captions 9/14/16 Captions 8/22/16 Captions 9/14/16 Captions 9/16/16 Captions 8/19/16 Captions 9/1/16 Captions 9/1/16 Captions	Not working/starting	upon customer installing a new router, all issues were resolved and customer was satisfied. Resolved customer's wifi connection Resolved customer's wifi connection Resolved customer's wifi connection Resolved customer's wifi connection resolved customers network connection resolved customer's ethernet connection After trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied provided trouble shooting tips to the customer. There has been no further dialogue with the customer. Resolved customer's wifi connection Assisted customer with installation of range extender customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer
23389 23387 23327 22750 22755 23316 23320 23295 23269 23231 23213	8/22/16 8/22/16 8/22/16 8/12/16 8/13/16 8/22/16 8/22/16 8/20/16 8/19/16 8/19/16 8/19/16	9/7/16 Captions 8/26/16 Captions 8/29/16 Captions 8/22/16 Captions 9/30/16 Captions 9/14/16 Captions 8/22/16 Captions 9/14/16 Captions 9/16/16 Captions 9/1/16 Captions 8/26/16 Captions 8/26/16 Captions	Not working/starting	upon customer installing a new router, all issues were resolved and customer was satisfied. Resolved customer's wifi connection Resolved customer's wifi connection Resolved customer's wifi connection Resolved customer's wifi connection resolved customer's ethernet connection resolved customer's ethernet connection After trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied provided trouble shooting tips to the customer. There has been no further dialogue with the customer. Resolved customer's wifi connection Assisted customer with installation of range extender customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they expience the issue again.
23389 23387 23327 22750 22755 23316 23320 23295 23269 23231 23213 23253 23253	8/22/16 8/22/16 8/22/16 8/22/16 8/13/16 8/22/16 8/22/16 8/20/16 8/19/16 8/19/16 8/19/16 8/19/16	9/7/16 Captions 8/26/16 Captions 8/29/16 Captions 8/22/16 Captions 9/30/16 Captions 9/14/16 Captions 9/14/16 Captions 9/14/16 Captions 9/6/16 Captions 9/1/16 Captions 8/26/16 Captions 9/16/16 Captions 9/16/16 Captions	Not working/starting	upon customer installing a new router, all issues were resolved and customer was satisfied. Resolved customer's wifi connection resolved customer's ethernet connection After trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied provided trouble shooting tips to the customer. There has been no further dialogue with the customer. Resolved customer's wifi connection Assisted customer with installation of range extender customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they expience the issue again. customer had wifi issue, after fixing connection, everything worked
23389 23387 23327 22750 22755 23316 23320 23295 23269 23231 23213 23223 23253 23238 23178	8/22/16 8/22/16 8/22/16 8/12/16 8/13/16 8/22/16 8/22/16 8/22/16 8/20/16 8/19/16 8/19/16 8/19/16 8/19/16 8/19/16 8/19/16	9/7/16 Captions 8/26/16 Captions 8/29/16 Captions 8/22/16 Captions 9/30/16 Captions 9/14/16 Captions 9/14/16 Captions 9/14/16 Captions 9/16/16 Captions 8/19/16 Captions 8/26/16 Captions 9/16/16 Captions 9/16/16 Captions 9/16/16 Captions	Not working/starting	upon customer installing a new router, all issues were resolved and customer was satisfied. Resolved customer's wifi connection resolved customer's ethernet connection After trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied provided trouble shooting tips to the customer. There has been no further dialogue with the customer. Resolved customer's wifi connection Assisted customer with installation of range extender customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they expience the issue again. customer had wifi issue, after fixing connection, everything worked After trouble shooting the issue with the customer, no issue could be found.
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23389 23387 23327 22750 22755 23316 23320 23295 23269 23231 23213 23213 23213 23213 23213 23238 23178 23151 23118 23135 23064 23001 22965 22876 22949 22793	8/22/16 8/22/16 8/22/16 8/22/16 8/13/16 8/22/16 8/22/16 8/22/16 8/20/16 8/19/16 8/19/16 8/19/16 8/19/16 8/18/16 8/18/16 8/18/16 8/17/16 8/17/16 8/17/16 8/17/16 8/17/16 8/15/16	9/7/16 Captions 8/26/16 Captions 8/26/16 Captions 8/22/16 Captions 9/30/16 Captions 9/30/16 Captions 9/14/16 Captions 9/14/16 Captions 9/14/16 Captions 9/16/16 Captions 9/16/16 Captions 9/16/16 Captions 9/16/16 Captions 9/16/16 Captions 8/18/16 Captions 8/18/16 Captions 8/18/16 Captions 8/18/16 Captions 8/17/16 Captions 8/16/16 Captions 8/16/16 Captions 8/16/16 Captions 8/16/16 Captions 9/8/16 Captions 9/8/16 Captions 9/8/16 Captions 9/16/16 Captions 9/16/16 Captions 8/15/16 Captions	Not working/starting	upon customer installing a new router, all issues were resolved and customer was satisfied. Resolved customer's wifi connection Resolved customer's wifi connection Resolved customer's wifi connection Resolved customer's wifi connection resolved customer's ethernet connection resolved customer's ethernet connection After trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied After trouble shooting tips to the customer, no issue could be found. Customer was satisfied provided trouble shooting tips to the customer. There has been no further dialogue with the customer. Resolved customer's wifi connection Assisted customer with installation of range extender customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they expience the issue again. customer had wifi issue, after fixing connection, everything worked After trouble shooting the issue with the customer, no issue could be found. Resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied Customer was experiencing enterprise firewall issues. Issues were resolved on customer's end and everything was working accordingly Assisted customer with software update on the phone. Issues were resolved. After trouble shooting the issue with the customer, no issue could be found. Resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied Customer needed DSL filter added to their phone lline. Once installed, issue was resolved. resolved customer's ethernet connection Resolved customer's wifi connection
23389 23387 23327 22750 22755 23316 23320 23295 23269 23231 23213 23253 23238 23178 23118 23135 23064 23011 23000 23001 22965 22876 22949 22793 22864	8/22/16 8/22/16 8/22/16 8/22/16 8/13/16 8/22/16 8/22/16 8/22/16 8/20/16 8/19/16 8/19/16 8/19/16 8/19/16 8/18/16 8/18/16 8/18/16 8/18/16 8/17/16 8/17/16 8/17/16 8/17/16 8/17/16 8/17/16 8/15/16	9/7/16 Captions 8/26/16 Captions 8/29/16 Captions 8/29/16 Captions 9/30/16 Captions 9/30/16 Captions 9/14/16 Captions 9/14/16 Captions 9/14/16 Captions 9/16/16 Captions 9/1/16 Captions 9/16/16 Captions 9/16/16 Captions 9/16/16 Captions 9/16/16 Captions 8/18/16 Captions 8/18/16 Captions 8/18/16 Captions 8/18/16 Captions 8/18/16 Captions 8/17/16 Captions 8/17/16 Captions 8/17/16 Captions 8/17/16 Captions 8/17/16 Captions 8/17/16 Captions 8/16/16 Captions 8/16/16 Captions 8/16/16 Captions 8/16/16 Captions	Not working/starting	upon customer installing a new router, all issues were resolved and customer was satisfied. Resolved customer's wifi connection Resolved customer's wifi connection Resolved customer's wifi connection Resolved customer's wifi connection resolved customer's ethernet connection resolved customer's ethernet connection After trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied provided trouble shooting tips to the customer. There has been no further dialogue with the customer. Resolved customer's wifi connection Assisted customer with installation of range extender customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they expience the issue again. customer had wifi issue, after fixing connection, everything worked After trouble shooting the issue with the customer, no issue could be found. Resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied Customer was experiencing enterprise firewall issues. Issues were resolved on customer's end and everything was working accordingly Assisted customer with software update on the phone. Issues were resolved. After trouble shooting the issue with the customer, all issues were resolved. After trouble shooting the issue with the customer, no issue could be found. Resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Resolved customer's wifi connection
23389 23387 23327 22750 22755 23316 23320 23295 23269 23231 23213 23253 23238 23178 23118 23135 23064 23011 23000 23001 22965 22876 22949 22793 22864	8/22/16 8/22/16 8/22/16 8/22/16 8/13/16 8/22/16 8/22/16 8/22/16 8/20/16 8/19/16 8/19/16 8/19/16 8/19/16 8/18/16 8/18/16 8/18/16 8/17/16 8/17/16 8/17/16 8/17/16 8/17/16 8/15/16	9/7/16 Captions 8/26/16 Captions 8/26/16 Captions 8/22/16 Captions 9/30/16 Captions 9/30/16 Captions 9/14/16 Captions 9/14/16 Captions 9/14/16 Captions 9/16/16 Captions 9/16/16 Captions 9/16/16 Captions 9/16/16 Captions 9/16/16 Captions 8/18/16 Captions 8/18/16 Captions 8/18/16 Captions 8/18/16 Captions 8/17/16 Captions 8/16/16 Captions 8/16/16 Captions 8/16/16 Captions 8/16/16 Captions 9/8/16 Captions 9/8/16 Captions 9/8/16 Captions 9/16/16 Captions 9/16/16 Captions 8/15/16 Captions	Not working/starting	upon customer installing a new router, all issues were resolved and customer was satisfied. Resolved customer's wifi connection Resolved customer's wifi connection Resolved customer's wifi connection Resolved customer's wifi connection resolved customer's ethernet connection resolved customer's ethernet connection After trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied provided trouble shooting tips to the customer. There has been no further dialogue with the customer. Resolved customer's wifi connection Assisted customer with installation of range extender customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they expience the issue again. customer had wifi issue, after fixing connection, everything worked After trouble shooting the issue with the customer, no issue could be found. Resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied Customer was experiencing enterprise firewall issues. Issues were resolved on customer's end and everything was working accordingly Assisted customer with software update on the phone. Issues were resolved. Customer was satisfied After trouble shooting the issue with the customer, no issue could be found. Resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied Customer needed DSL filter added to their phone lline. Once installed, issue was resolved. resolved customer's wifi connection Resolved customer's wifi connection Resolved customer's wifi connection

2659	9/30/16	10/6/16 Captions	Not working/starting	unable to Contact customer to provide Technical Support. There has been no further dialogue with this
2658		12/8/16 Captions	Not working/starting	resolved customer's network connection
2651		9/29/16 Captions	Not working/starting	After trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied
				,
2647		9/29/16 Captions	Not working/starting	Resolved customer's wifi connection
2646	59 9/29/16	9/29/16 Captions	Not working/starting	Resolved customer's wifi connection
2643	31 9/29/16	9/29/16 Captions	Not working/starting	Customer switched ISPs, all resolved after new install.
				Issued the customer an RMA to replace the customer's phone technical issues. Issue seems to be
2640	07 9/29/16	10/20/16 Captions	Not working/starting	resolved.
2644		11/7/16 Captions	Not working/starting	After re-establishing customer wifi, all issues resolved.
2638	33 9/28/16	10/5/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
				customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer
2631	12 9/28/16	10/28/16 Captions	Not working/starting	if they expience the issue again.
2621	16 9/27/16	9/27/16 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
2621		9/27/16 Captions	Not working/starting	resolved customers network connection
2620		10/12/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
2620	02 9/27/16	10/12/16 Captions	Not working/starting	Resolved customer's wifi connection
2617	78 9/27/16	9/28/16 Captions	Not working/starting	resolved customers network connection
2614	13 9/26/16	9/26/16 Captions	Not working/starting	Resolved customer's wifi connection
2614		9/26/16 Captions	Not working/starting	resolved customer's network connection
		•		
2609	96 9/26/16	10/4/16 Captions	Not working/starting	Resolved customer's wifi connection
2605	54 9/26/16	9/26/16 Captions	Not working/starting	provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
2601	11 9/26/16	9/27/16 Captions	Not working/starting	Customer's firewall issues were resolved and everything working accordignly
2601		9/26/16 Captions	Not working/starting	Resolved customer's wifi connection
		•		
2613		10/12/16 Captions	Not working/starting	Resolved customer's wifi connection
2597		9/26/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
2595	55 9/23/16	9/23/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
2593	35 9/23/16	9/23/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
2585		9/23/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
				Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
2576		10/6/16 Captions	Not working/starting	0 ,
2576		9/22/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
2571	18 9/22/16	9/22/16 Captions	Not working/starting	Resolved customer's wifi connection
2583	32 9/22/16	10/29/16 Captions	Not working/starting	Resolved customer's wifi connection
2574	18 9/22/16	9/26/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
2574		9/23/16 Captions	Not working/starting	-
				After trouble shooting the issue with the customer, no issue could be found.
2574	14 9/22/16	9/26/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found.
				After trouble shooting the issue with the customer, no issue could be found. Everything was working
2571	19 9/22/16	9/23/16 Captions	Not working/starting	appropriately.
				After trouble shooting the issue with the customer, no issue could be found. Everything was working
2570	0/22/16	0/22/16 6	Not condition for the ordinan	
2570	02 9/22/16	9/23/16 Captions	Not working/starting	appropriately.
				Firewall issue resulted in captions not working, upon resolving the issue, everything was working
2571	16 9/22/16	9/26/16 Captions	Not working/starting	accordingly
2566	56 9/21/16	9/23/16 Captions	Not working/starting	Customer resolved issues on their own. All is working accordingly now
2566		9/23/16 Captions	Not working/starting	Captions are working accordingly. Not issue found
2500	54 5/21/10	3/23/10 Captions	1400 WOTKING/ Starting	
				customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer
2567		9/23/16 Captions	Not working/starting	if they expience the issue again.
2564	13 9/21/16	9/26/16 Captions	Not working/starting	After network outage, phone was back-up and workign accordingly
2558	39 9/21/16	10/29/16 Captions	Not working/starting	Customer experienced issue during network outage, all issues are now resolved.
2559	9/21/16	9/23/16 Captions	Not working/starting	resolved customers network connection
2333	3/21/10	3/23/10 Captions	140c Working/ Starting	
				Due to outage, cutomer wasn't receiving captioning. Once service was restored, everything worked
2568	32 9/21/16	10/11/16 Captions	Not working/starting	accordingly
				customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer
2555	9/21/16	10/3/16 Captions	Not working/starting	if they expience the issue again.
2547	78 9/20/16	9/20/16 Captions	Not working/starting	Customer Care provided additional training to the user, which resolved the issue
		•		
2553	37 9/20/16	9/27/16 Captions	Not working/starting	Phone issues required a replacement unit be sent to the customer
				customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer
2546	9/20/16	10/21/16 Captions	Not working/starting	if they expience the issue again.
2542	25 9/20/16	9/27/16 Captions	Not working/starting	after assisting the customer with their wifi connection, everything was resolved.
2528		9/20/16 Captions	Not working/starting	Resolved customer's wifi connection
2526		9/19/16 Captions	Not working/starting	Resolved customer's wifi connection
2525	53 9/19/16	9/19/16 Captions	Not working/starting	After powercycling the phone, issues were resolved.
2535	9/19/16	9/20/16 Captions	Not working/starting	After powercycling the phone, issues were resolved.
				Customer's wifi router was long distance from phone, resulting in poor wifi connection. Provided
2530	9/19/16	9/20/16 Captions	Not working/starting	suggestions to the customer that would assist in a stronger wifi signa to the phone.
2330	21 3/13/10	J/20/10 Captions	HOT MOLVILIE STOLLINE	
				After trouble shooting the issue with the customer, no issue could be found. Everything was working
2518	36 9/17/16	10/12/16 Captions	Not working/starting	appropriately.
				After trouble shooting the issue with the customer, no issue could be found. Everything was working
2518	35 9/17/16	9/17/16 Captions	Not working/starting	appropriately.
2310	3/1//10	5,1.,10 Captions	working/starting	
				After trouble shooting the issue with the customer, no issue could be found. Everything was working
2516		10/14/16 Captions	Not working/starting	appropriately.
2517	72 9/17/16	9/19/16 Captions	Not working/starting	resolved customers network connection
2519		10/7/16 Captions	Not working/starting	Customer's ISP was working on the lines. Phone working again.
2504		9/20/16 Captions	Not working/starting	resolved customers network connection
2503	37 9/16/16	9/20/16 Captions	Not working/starting	resolved customer's network connection
				After trouble shooting the issue with the customer, no issue could be found. Everything was working
		0/20/16 Captions	Not working/starting	appropriately.
2502	26 9/16/16	9/28/16 Captions		Resolved customer's wifi connection
2502 2500		9/15/16 Captions	Not working/starting	
2500	07 9/15/16	9/15/16 Captions		
2500 2497	07 9/15/16 78 9/15/16	9/15/16 Captions 9/15/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
2500 2497 2499	9/15/16 78 9/15/16 97 9/15/16	9/15/16 Captions 9/15/16 Captions 9/16/16 Captions	Not working/starting Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied After powercycling the phone and router, issues were resolved.
2500 2497	9/15/16 78 9/15/16 97 9/15/16	9/15/16 Captions 9/15/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
2500 2497 2499	9/15/16 9/15/16 97 9/15/16 97 9/14/16	9/15/16 Captions 9/15/16 Captions 9/16/16 Captions	Not working/starting Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied After powercycling the phone and router, issues were resolved.
2500 2497 2499 2489 2487	9/15/16 9/15/16 9/15/16 9/15/16 9/14/16 9/14/16	9/15/16 Captions 9/15/16 Captions 9/16/16 Captions 9/14/16 Captions 9/14/16 Captions	Not working/starting Not working/starting Not working/starting Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied After powercycling the phone and router, issues were resolved. Resolved customer's wifi connection after powercycling the phone, issues were resolved.
2500 2497 2499 2489 2487 2487	9/15/16 9/15/16 9/15/16 9/15/16 9/14/16 9/14/16 9/14/16	9/15/16 Captions 9/15/16 Captions 9/16/16 Captions 9/14/16 Captions 9/14/16 Captions 9/14/16 Captions	Not working/starting Not working/starting Not working/starting Not working/starting Not working/starting Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied After powercycling the phone and router, issues were resolved. Resolved customer's wifi connection after powercycling the phone, issues were resolved. Resolved customer's wifi connection
2500 2497 2499 2489 2487 2487	9/15/16 9/15/16 9/15/16 9/15/16 9/14/16 9/14/16 9/14/16 9/14/16	9/15/16 Captions 9/15/16 Captions 9/16/16 Captions 9/14/16 Captions 9/14/16 Captions 9/14/16 Captions 9/14/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied After powercycling the phone and router, issues were resolved. Resolved customer's wifi connection after powercycling the phone, issues were resolved. Resolved customer's wifi connection Resolved customer's wifi connection
2500 2497 2499 2489 2487 2487	9/15/16 9/15/16 9/15/16 9/15/16 9/14/16 9/14/16 9/14/16 9/14/16	9/15/16 Captions 9/15/16 Captions 9/16/16 Captions 9/14/16 Captions 9/14/16 Captions 9/14/16 Captions	Not working/starting Not working/starting Not working/starting Not working/starting Not working/starting Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied After powercycling the phone and router, issues were resolved. Resolved customer's wifi connection after powercycling the phone, issues were resolved. Resolved customer's wifi connection

24733	9/13/16	9/13/16 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
	9/13/16	9/13/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
24736	9/13/16	11/9/16 Captions	Not working/starting	After workign with IT POC, all firewall issues were resolved and the phone was working.
24686	9/12/16	9/12/16 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
24664	9/12/16	9/12/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
				After trouble shooting the issue with the customer, no issue could be found. Everything was working
24622	9/12/16	9/13/16 Captions	Not working/starting	appropriately.
24603	9/9/16	9/9/16 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
				After trouble shooting the issue with the customer, no issue could be found. Everything was working
24593	9/9/16	9/9/16 Captions	Not working/starting	appropriately.
24543	9/9/16	9/9/16 Captions	Not working/starting	Resolved customer's wifi connection
24514	9/8/16	9/8/16 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
24496	9/8/16	10/7/16 Captions	Not working/starting	customer needed assistance connecting to wifi
24380	9/7/16	9/8/16 Captions	Not working/starting	resolved customer's network connection
24374	9/7/16	9/12/16 Captions	Not working/starting	Customer's internet was down. Upon re-establishing their network, phone was working accordingly
24275	9/6/16	9/6/16 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
				After trouble shooting the issue with the customer, no issue could be found. Everything was working
24252	9/6/16	9/6/16 Captions	Not working/starting	appropriately.
24287	9/6/16	9/6/16 Captions	Not working/starting	Phone was defective. A replacement was sent to the customer.
24246	9/6/16	10/13/16 Captions	Not working/starting	Required to RMA the phone and send a replacement
24195	9/2/16	9/2/16 Captions	Not working/starting	Resolved customer's wifi connection
24175	9/2/16	9/2/16 Captions	Not working/starting	Issue with customers ISP. Advised the customer call us back once resolved.
24166	9/2/16	9/2/16 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
100	5,2,10	-, -, 10 captions		Customer unresponsive for further assistance. Will provide additional trouble shooting tips to
24180	9/2/16	10/31/16 Captions	Not working/starting	customer if they expience the issue again.
24158	9/2/16	9/2/16 Captions	Not working/starting	after powercycling the phone, issues were resolved.
2-130	5/2/10	3/2/10 Captions	or working/starting	Unable to Contact customer to provide Technical Support. There has been no further dialogue with
24106	9/1/16	9/29/16 Captions	Not working/starting	customer.
24100	2/1/10	J/2J/10 Captions	.vot working/ starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working
24093	9/1/16	9/1/16 Captions	Not working/starting	appropriately.
24093	9/1/16			
24093	2/1/10	9/16/16 Captions	Not working/starting	Issue with Customer's ISP, once resolved, Phone was working accordingly Provided training to the customer on how to transfer calls from one phone to the Caption phone. Th
20550	10/31/16	11/1/16 Cantiana	Not working (starting	resolved the customer's issue.
29550 29460		11/1/16 Captions	Not working/starting	
29433	10/31/16 10/31/16	10/31/16 Captions	Not working/starting	Resolved customer's wifi connection
		10/31/16 Captions	Not working/starting	resolved customer's network connection
29414	10/31/16	11/6/16 Captions	Not working/starting	Resolved customer's wifi connection
20144	40/04/45	40/04/45 0 .:		After trouble shooting the issue with the customer, no issue could be found. Everything was working
29411	10/31/16	10/31/16 Captions	Not working/starting	appropriately.
29552	10/31/16	11/1/16 Captions	Not working/starting	resolved customers network connection
29526	10/31/16	11/29/16 Captions	Not working/starting	resolved customer's network connection
20452	10/21/16	11/0/16 6	National description	Customer's ISP came to the customer's residence to resolve network issues. Phone was working
29452	10/31/16	11/9/16 Captions	Not working/starting	accordingly after visit and customer was satisfied.
29380	10/30/16	10/30/16 Captions	Not working/starting	Resolved customer's wifi connection
20260	10/20/16	10/20/16 6	National description	After trouble shooting the issue with the customer, no issue could be found. Everything was working
29360	10/29/16	10/29/16 Captions	Not working/starting	appropriately.
29335 29369	10/29/16 10/29/16	11/1/16 Captions	Not working/starting	After powercycling the phone and router, issues were resolved.
		11/16/16 Captions	Not working/starting	Phone was defective. A replacement was sent to the customer.
29238	10/28/16	10/28/16 Captions	Not working/starting	Resolved customer's wifi connection
20216	10/28/16	10/20/16 Continue	Not working (starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working
29216	10/28/16	10/28/16 Captions	Not working/starting	appropriately.
20220	10/20/16	11/2/16 6	National description	Customer's IT POC needed to resolve firewall issues on their end. Upon resolving all worked
29239	10/28/16	11/3/16 Captions	Not working/starting	accordingly
				After trouble cheeting the iccur with the systems as iccur wildle found from the
20162	10/27/46	10/27/10 0	Not work /	
29160	10/27/16	10/27/16 Captions	Not working/starting	appropriately.
29160 29149	10/27/16 10/27/16	10/27/16 Captions 10/27/16 Captions	Not working/starting Not working/starting	appropriately. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
29149	10/27/16	10/27/16 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After trouble shooting the issue with the customer, no issue could be found. Everything was working
				appropriately. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
29149 29074	10/27/16	10/27/16 Captions 10/27/16 Captions	Not working/starting Not working/starting	appropriately. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. After trouble shooting the issue with the customer, no issue could be found. Everything was working
29149 29074 28996	10/27/16 10/27/16 10/26/16	10/27/16 Captions 10/27/16 Captions 10/26/16 Captions	Not working/starting Not working/starting Not working/starting	appropriately. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
29149 29074 28996 28970	10/27/16 10/27/16 10/26/16 10/26/16	10/27/16 Captions 10/27/16 Captions 10/26/16 Captions 10/26/16 Captions	Not working/starting Not working/starting Not working/starting Not working/starting	appropriately. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. Upon network outage being resolved, everything worked accordingly
29149 29074 28996	10/27/16 10/27/16 10/26/16	10/27/16 Captions 10/27/16 Captions 10/26/16 Captions	Not working/starting Not working/starting Not working/starting	appropriately. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. Upon network outage being resolved, everything worked accordingly Upon network outage being resolved, everything worked accordingly
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29149 29074 28996 28970 28969 28955 28926 28922 28912 28905 28901 28866 28762 28724	10/27/16 10/27/16 10/26/16 10/26/16 10/26/16 10/26/16 10/26/16 10/26/16 10/26/16 10/26/16 10/26/16 10/25/16 10/25/16 10/25/16 10/24/16 10/24/16	10/27/16 Captions 10/27/16 Captions 10/26/16 Captions 10/25/16 Captions 10/25/16 Captions 10/25/16 Captions 10/25/16 Captions 10/25/16 Captions 10/24/16 Captions	Not working/starting Not working/starting	appropriately. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately. After trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately. Upon network outage being resolved, everything worked accordingly Upon network outage being resolved, everything worked accordingly After trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately. Upon network outage being resolved, everything worked accordingly Upon network outage being resolved, everything worked accordingly Upon network outage being resolved, everything worked accordingly Resolved customer's wifi connection After performing a software update on the phone, all issues were resolved. phone is faulty, new phone was sent to the customer customer unresponsive for further assistance. Will provide additional trouble shooting tips to custom if they expience the issue again. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately. After trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately. Customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they expience the issue again. Resolved customer's wifi connection

	10/20/16	10/20/16 Captions	Not working/starting	Resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Everything was working the country to the
28471	10/20/16	10/20/16 Captions	Not working/starting	appropriately.
28375	10/19/16	10/19/16 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
28267	10/19/16	10/19/16 Captions	Not working/starting	After powercycling the router, all issues were resolved
28265	10/19/16	10/19/16 Captions	Not working/starting	Resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Everything was working the customer is the c
28256	10/19/16	10/19/16 Captions	Not working/starting	appropriately.
28373	10/19/16	10/27/16 Captions	Not working/starting	ISP needed to resolve router issues. Upon resolution, everything worked accordingly Phone outage due to statewide ISP outage. Confirmed once network outage was resolved, phone v
28323	10/19/16	10/20/16 Captions	Not working/starting	working accordingly
28229	10/18/16	10/18/16 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
28200	10/18/16	10/18/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
28122	10/18/16	10/18/16 Captions	Not working/starting	after powercycling the phone, issues were resolved.
28106	10/17/16	10/18/16 Captions	Not working/starting	after providing additional training to the customer, the customer's issues were resolved.
28103	10/17/16	10/19/16 Captions	Not working/starting	Customer had issues with their computer. Technicians came onsite and resolved the issue.
27979	10/17/16	10/20/16 Captions	Not working/starting	Resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Everything was working
27954	10/17/16	10/17/16 Captions	Not working/starting	appropriately.
27949	10/17/16	1/17/17 Captions	Not working/starting	Customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they expience the issue again.
28046	10/17/16	10/20/16 Captions	Not working/starting	Phone was defective. A replacement was sent to the customer.
28027	10/17/16	11/6/16 Captions	Not working/starting	after resetting the customer's phone and reconnecting to wifi, all issues were resolved.
27994	10/17/16	10/21/16 Captions	Not working/starting	Provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
2/334	10/17/10	10/21/10 Captions	NOT WORKING/Starting	customer's ISP says the customer has an issue with their internal wiring. Customer will call back on
28062	10/17/16	10/27/16 Captions	Not working/starting	resolved. After trouble shooting the issue with the customer, no issue could be found. Everything was working the issue with the customer.
27826	10/14/16	10/14/16 Captions	Not working/starting	
			<u> </u>	appropriately.
27812	10/14/16	10/14/16 Captions	Not working/starting	Resolved customer's wifi connection
27806	10/14/16	10/14/16 Captions	Not working/starting	Resolved customer's wifi connection
27783	10/14/16	10/28/16 Captions	Not working/starting	resolved customers network connection
27751	10/13/16	10/13/16 Captions	Not working/starting	After powercycling the phone and router, issues were resolved.
				Customer unresponsive for further assistance. Will provide additional trouble shooting tips to
27707	10/13/16	11/22/16 Continue	Not working (stouting	customer if they expience the issue again.
		11/23/16 Captions	Not working/starting	, ,
27692	10/13/16	10/14/16 Captions	Not working/starting	Resolved customer's wifi connection
27656	10/13/16	10/13/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
				Customer unresponsive for further assistance. Will provide additional trouble shooting tips to
27765	10/13/16	10/20/16 Captions	Not working/starting	customer if they expience the issue again.
27716	10/13/16	10/14/16 Captions	Not working/starting	Resolved customer's wifi connection
27678	10/13/16	10/18/16 Captions		
			Not working/starting	after powercycling the phone, issues were resolved.
27642	10/12/16	10/12/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfie
27629	10/12/16	10/12/16 Captions	Not working/starting	Captions were impacted by outage. Everything is resolved and customer is satified.
27623	10/12/16	10/12/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfie
27610	10/12/16	11/18/16 Captions	Not working/starting	after trouble shooting with the customer, issues are resolved.
27581	10/12/16	10/12/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfie
27548	10/12/16	10/12/16 Captions	Not working/starting	Provided trouble shooting tips to customer and resolved issue.
				After trouble shooting the issue with the customer, no issue could be found. Everything was worki
27543	10/12/16	10/12/16 Captions	Not working/starting	appropriately.
				After trouble shooting the issue with the customer, no issue could be found. Everything was worki
27501	10/11/16	10/18/16 Captions	Not working/starting	appropriately.
27491	10/11/16	10/11/16 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issu
27482	10/11/16	10/11/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfie
				,
27480	10/11/16	10/11/16 Captions	Not working/starting	Resolved customer's wifi connection
				After trouble shooting the issue with the customer, no issue could be found. Everything was worki
27448	10/11/16	10/11/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was worki appropriately.
	10/11/16 10/11/16	10/11/16 Captions 10/11/16 Captions	Not working/starting Not working/starting	
27448				appropriately.
27448 27445 27442	10/11/16 10/11/16	10/11/16 Captions 10/11/16 Captions	Not working/starting Not working/starting	appropriately. resolved customer's network connection resolved customers network connection
27448 27445 27442 27441	10/11/16 10/11/16 10/11/16	10/11/16 Captions 10/11/16 Captions 10/13/16 Captions	Not working/starting Not working/starting Not working/starting	appropriately. resolved customer's network connection resolved customers network connection Provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
27448 27445 27442	10/11/16 10/11/16	10/11/16 Captions 10/11/16 Captions	Not working/starting Not working/starting	appropriately. resolved customer's network connection resolved customers network connection Provided trouble shooting tips to the customer. There has been no further dialogue with the customer toubleshooting tips. Customer was satisfied and there has been no further issue.
27448 27445 27442 27441	10/11/16 10/11/16 10/11/16	10/11/16 Captions 10/11/16 Captions 10/13/16 Captions	Not working/starting Not working/starting Not working/starting	appropriately. resolved customer's network connection resolved customers network connection Provided trouble shooting tips to the customer. There has been no further dialogue with the customer toubleshooting tips. Customer was satisfied and there has been no further issue.
27448 27445 27442 27441 27440	10/11/16 10/11/16 10/11/16 10/11/16	10/11/16 Captions 10/11/16 Captions 10/13/16 Captions 10/11/16 Captions	Not working/starting Not working/starting Not working/starting Not working/starting	appropriately. resolved customer's network connection resolved customers network connection Provided trouble shooting tips to the customer. There has been no further dialogue with the customer below to the customer was satisfied and there has been no further issue. After trouble shooting the issue with the customer, no issue could be found. Everything was working the issue with the customer, no issue could be found.
27448 27445 27442 27441 27440	10/11/16 10/11/16 10/11/16 10/11/16 10/11/16	10/11/16 Captions 10/11/16 Captions 10/13/16 Captions 10/11/16 Captions 10/11/16 Captions 10/11/16 Captions	Not working/starting Not working/starting Not working/starting Not working/starting Not working/starting Not working/starting	appropriately. resolved customer's network connection resolved customers network connection Provided trouble shooting tips to the customer. There has been no further dialogue with the custo Provided customer toubleshooting tips. Customer was satisfied and there has been no further issu After trouble shooting the issue with the customer, no issue could be found. Everything was worki appropriately. resolved customers network connection
27448 27445 27442 27441 27440 27435 27429 27427	10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16	10/11/16 Captions 10/11/16 Captions 10/13/16 Captions 10/11/16 Captions 10/11/16 Captions 10/11/16 Captions 10/11/16 Captions 10/11/16 Captions	Not working/starting	appropriately. resolved customer's network connection resolved customers network connection Provided trouble shooting tips to the customer. There has been no further dialogue with the custo Provided customer toubleshooting tips. Customer was satisfied and there has been no further issu After trouble shooting the issue with the customer, no issue could be found. Everything was worki appropriately. resolved customers network connection Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
27448 27445 27442 27441 27440 27435 27429 27427 27426	10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16	10/11/16 Captions 10/11/16 Captions 10/13/16 Captions 10/11/16 Captions 10/11/16 Captions 10/11/16 Captions 10/11/16 Captions 10/11/16 Captions	Not working/starting	appropriately. resolved customer's network connection resolved customers network connection Provided trouble shooting tips to the customer. There has been no further dialogue with the customer described customer toubleshooting tips. Customer was satisfied and there has been no further issuenter touble shooting the issue with the customer, no issue could be found. Everything was working appropriately. resolved customers network connection Provided customer toubleshooting tips. Customer was satisfied and there has been no further issuences to the customer toubleshooting tips. Customer was satisfied and there has been no further issuences to the customer toubleshooting tips.
27448 27445 27442 27441 27440 27435 27429 27427 27426 27423	10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16	10/11/16 Captions 10/11/16 Captions 10/13/16 Captions 10/11/16 Captions 10/11/16 Captions 10/11/16 Captions 10/11/16 Captions 10/11/16 Captions 10/11/16 Captions	Not working/starting	appropriately. resolved customer's network connection resolved customers network connection Provided trouble shooting tips to the customer. There has been no further dialogue with the custo Provided customer toubleshooting tips. Customer was satisfied and there has been no further issu After trouble shooting the issue with the customer, no issue could be found. Everything was worki appropriately. resolved customers network connection Provided customer toubleshooting tips. Customer was satisfied and there has been no further issu resolved customers network connection resolved customers network connection
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27448 27445 27442 27441 27440 27435 27429 27427 27426 27427 27426 27423	10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16	10/11/16 Captions 10/11/16 Captions 10/13/16 Captions 10/11/16 Captions 10/11/16 Captions 10/11/16 Captions 10/11/16 Captions 10/11/16 Captions 10/13/16 Captions 10/13/16 Captions	Not working/starting	appropriately. resolved customer's network connection Provided trouble shooting tips to the customer. There has been no further dialogue with the custo Provided customer toubleshooting tips. Customer was satisfied and there has been no further issu After trouble shooting the issue with the customer, no issue could be found. Everything was worki appropriately. resolved customers network connection Provided customers network connection Provided customers network connection resolved customers network connection Resolved customers network connection Resolved customer's wifi connection Customer unresponsive for further assistance. Will provide additional trouble shooting tips to
27448 27445 27442 27441 27440 27435 27429 27427 27426 27423 27421	10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16	10/11/16 Captions 10/11/16 Captions 10/13/16 Captions 10/11/16 Captions 10/11/16 Captions 10/11/16 Captions 10/11/16 Captions 10/11/16 Captions 10/13/16 Captions 10/11/16 Captions	Not working/starting	appropriately. resolved customer's network connection resolved customers network connection Provided trouble shooting tips to the customer. There has been no further dialogue with the custo Provided customer toubleshooting tips. Customer was satisfied and there has been no further issu After trouble shooting the issue with the customer, no issue could be found. Everything was worki appropriately. resolved customers network connection Provided customer toubleshooting tips. Customer was satisfied and there has been no further issu resolved customers network connection resolved customers network connection Resolved customer's wifi connection Customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they expience the issue again. powercycled the router and phone. All issues were resolved. After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
27448 27445 27442 27440 27440 27435 27429 27427 27426 27423 27421 27505 27461 27447	10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16	10/11/16 Captions 10/11/16 Captions 10/13/16 Captions 10/11/16 Captions 10/11/16 Captions 10/11/16 Captions 10/11/16 Captions 10/11/16 Captions 10/11/16 Captions 10/13/16 Captions 10/13/16 Captions 10/13/16 Captions 10/11/16 Captions	Not working/starting	appropriately. resolved customer's network connection Provided trouble shooting tips to the customer. There has been no further dialogue with the custo Provided customer toubleshooting tips. Customer was satisfied and there has been no further issu After trouble shooting the issue with the customer, no issue could be found. Everything was worki appropriately. resolved customers network connection Provided customer toubleshooting tips. Customer was satisfied and there has been no further issu resolved customers network connection resolved customers network connection Resolved customer's wifi connection Customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they expience the issue again. powercycled the router and phone. All issues were resolved. After trouble shooting the issue with the customer, no issue could be found. Customer was satisfie customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer unresponsive for further assistance.
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27448 27445 27442 27441 27440 27435 27429 27427 27426 27423 27421 27505 27461 27447	10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16	10/11/16 Captions 10/13/16 Captions 10/11/16 Captions 10/11/16 Captions 10/12/16 Captions 10/12/16 Captions 10/12/16 Captions	Not working/starting	appropriately. resolved customer's network connection Provided trouble shooting tips to the customer. There has been no further dialogue with the customer provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. resolved customers network connection Provided customers network connection Provided customers network connection resolved customers network connection Resolved customers network connection Resolved customer's wifi connection Customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they expience the issue again. powercycled the router and phone. All issues were resolved. After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer unresponsive for further assistance.
27448 27445 27442 27441 27440 27435 27429 27427 27426 27423 27421 27505 27461 27447 27446 27353	10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16	10/11/16 Captions 10/12/16 Captions 10/12/16 Captions 10/12/16 Captions	Not working/starting	appropriately. resolved customer's network connection Provided trouble shooting tips to the customer. There has been no further dialogue with the customer due to the customer toubleshooting tips. Customer was satisfied and there has been no further issues appropriately. resolved customers network connection Provided customers network connection Provided customer toubleshooting tips. Customer was satisfied and there has been no further issues resolved customers network connection Provided customers network connection Resolved customers network connection Resolved customers network connection Customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they expience the issue again. powercycled the router and phone. All issues were resolved. After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied customer unresponsive for further assistance. Will provide additional trouble shooting tips to cust if they expience the issue again. powercycled the router and phone. All issues were resolved. after trouble shooting the issue again. powercycled the router and phone. All issues were resolved. after trouble shooting with the customer, issues are resolved.
27448 27445 27442 27440 27435 27429 27427 27426 27423 27421 27505 27461 27447 27407 27446 27353 27346	10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16	10/11/16 Captions 10/13/16 Captions 10/13/16 Captions 10/18/16 Captions	Not working/starting	appropriately. resolved customer's network connection Provided trouble shooting tips to the customer. There has been no further dialogue with the customer provided customer toubleshooting tips. Customer was satisfied and there has been no further issue. After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. resolved customers network connection Provided customers network connection Provided customers network connection Resolved customers network connection Resolved customers network connection Resolved customer's wifi connection Customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they expience the issue again. powercycled the router and phone. All issues were resolved. After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied customer unresponsive for further assistance. Will provide additional trouble shooting tips to cust if they expience the issue again. powercycled the router and phone. All issues were resolved. After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied after trouble shooting tips the customer, no issue could be found. Customer was satisfied after trouble shooting the issue with the customer, no issue could be found. Customer was satisfied approached after trouble shooting the issue with the customer, no issue could be found. Customer was satisfied approached after trouble shooting the issue with the customer, no issue could be found. Everything was working the issue with the customer, no issue could be found. Everything was working the issue with the customer, no issue could be found. Everything was working tips to customer the customer, no issue could be found. Everything was working tips to customer the customer, no issue could be found. Everything was working tips to customer the customer, no issue could be found. Everything was working tips to customer the customer the customer th
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27448 27445 27442 27440 27435 27429 27427 27426 27423 27421 27505 27461 27447 27407 27446 27353 27346	10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16	10/11/16 Captions 10/13/16 Captions 10/13/16 Captions 10/18/16 Captions	Not working/starting	resolved customer's network connection Provided trouble shooting tips to the customer. There has been no further dialogue with the customer trouble shooting tips. Customer was satisfied and there has been no further issue. After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. resolved customers network connection Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue resolved customers network connection resolved customers network connection Resolved customer's wifi connection Customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they expience the issue again. powercycled the router and phone. All issues were resolved. After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer the issue again. powercycled the router and phone. All issues were resolved. After trouble shooting with the customer, issues are resolved. After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied after trouble shooting the issue with the customer, no issue could be found. Customer was satisfied after trouble shooting the issue with the customer, no issue could be found. Everything was working the issue with the customer, no issue could be found. Everything was working the issue with the customer, no issue could be found. Everything was working the issue with the customer, no issue could be found. Everything was working the issue with the customer, no issue could be found. Everything was working the issue with the customer, no issue could be found. Everything was working the issue with the customer, no issue could be found. Everything was working the issue with the customer, no issue could be found. Everything was working the issue with the customer, no issue could be found.

	10/10/16	10/10/16 Captions	Not working/starting	Provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
27215	10/10/16	10/25/16 Captions	Not working/starting	Worked with customer to resolve, but customer became unavailable for further assistance.
27190	10/8/16	10/8/16 Captions	Not working/starting	resolved customers network connection
27185	10/8/16	10/8/16 Captions	Not working/starting	Customer's internet service dropped. Will call back once they get their internet service.
27181	10/8/16	10/18/16 Captions	Not working/starting	Customer needed assistance connecting to wifi
27180	10/8/16	10/11/16 Captions	Not working/starting	Provided trouble shooting tips to the customer. There has been no further dialogue with the custor
27100	10/6/10	10/11/10 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working
27155	10/7/16	10/7/16 Captions	Not working/starting	appropriately. After trouble shooting the issue with the customer, no issue could be found. Everything was working the issue with the customer, and issue could be found.
27096	10/7/16	10/7/16 Captions	Not working/starting	appropriately.
27095	10/7/16	10/10/16 Captions	Not working/starting	Customer eperienced caption issues during storm. All resolved now
2,033	10///10	10/10/10 Captions	not working, starting	After trouble shooting the issue with the customer, no issue could be found. Everything was working
27085	10/6/16	10/6/16 Captions	Not working/starting	appropriately.
27075	10/6/16	10/6/16 Captions	Not working/starting	Resolved customer's wifi connection
27029	10/6/16	10/6/16 Captions	Not working/starting	Resolved customer's wifi connection
27027	10/6/16	10/6/16 Captions	Not working/starting	Resolved customer's wifi connection
			<u> </u>	Customer's phone was a long distance from their wifi router, recommend the customer install a rar
27012	10/6/16	10/6/16 Captions	Not working/starting	extender to help maintain network connection. After trouble shooting the issue with the customer, no issue could be found. Everything was worki
27002	10/6/16	10/6/16 Captions	Not working/starting	appropriately.
26993	10/6/16	10/6/16 Captions	Not working/starting	Was a phone line issue, and not a caption issue.
27059	10/6/16	10/6/16 Captions	Not working/starting	resolved customer's network connection
		•		
26982	10/5/16	10/5/16 Captions	Not working/starting	resolved customers network connection
26963	10/5/16	10/5/16 Captions	Not working/starting	Resolved customer's wifi connection
26962	10/5/16	10/6/16 Captions	Not working/starting	After powercycling the router, all issues were resolved
26955	10/5/16	10/5/16 Captions	Not working/starting	Resolved customer's wifi connection
26930	10/5/16	11/18/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfie
26913	10/5/16	10/5/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Everything was worki appropriately.
		10/5/16 Combine		Customer's iSP had an outage. Explained to the customer this will also impact their ability to receiv
26909	10/5/16	10/5/16 Captions	Not working/starting	caption on the phone. after trouble shooting the issue with the customer, no issue could be found. Everything was working the issue with the customer, no issue could be found.
26868	10/5/16	10/5/16 Captions	Not working/starting	appropriately.
26860	10/5/16	10/5/16 Captions	Not working/starting	after trouble shooting with the customer, issues are resolved.
26828	10/4/16	10/4/16 Captions	Not working/starting	Resolved customer's wifi connection
26769	10/4/16	10/4/16 Captions	Not working/starting	Resolved customer's wifi connection
				After trouble shooting the issue with the customer, no issue could be found. Everything was worki
26760	10/4/16	10/4/16 Captions	Not working/starting	appropriately. customer experienced issues attempting to use the web app, but his iOS didsn't support flash.
26746	10/4/16	10/5/16 Captions	Not working/starting	Reinstalled app resolved iOS issues.
26811	10/4/16	10/4/16 Captions	Not working/starting	Phone was faulty, requiring a replacement be sent
26739	10/3/16	10/30/16 Captions	Not working/starting	after providing additional training to the customer, the customer's issues were resolved. After trouble shooting the issue with the customer, no issue could be found. Everything was worki
26736	10/3/16	10/4/16 Captions	Not working/starting	appropriately.
26731	10/3/16	10/5/16 Captions	Not working/starting	powercycled the router and phone. All issues were resolved.
26657	10/3/16	10/12/16 Captions	Not working/starting	powercycled the router and phone. All issues were resolved.
26725	10/3/16	10/3/16 Captions	Not working/starting	resolved customer's network connection
	10/3/16	10/24/16 Captions		
26690			Not working/starting	Phone was faulty, requiring a replacement be sent
33233	11/30/16	11/30/16 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issu
33182	11/29/16	12/3/16 Captions	Not working/starting	Resolved customer's wifi connection
32893	11/28/16	11/28/16 Captions	Not working/starting	Resolved customer's wifi connection
32854	11/27/16	11/27/16 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issu
32843	11/27/16	11/27/16 Captions	Not working/starting	Customer unhappy captions didn't start as quickly as hoping.
32832	11/27/16	12/11/16 Captions	Not working/starting	resolved customer's network connection
32801	11/26/16	11/26/16 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issu
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
	11/23/16	11/23/16 Captions	Not working/starting	appropriately.
32685	11/22/16	11/23/16 Captions	Not working/starting	after resetting wifi extender, phone connection wizard was successful. Customer was satisfied
32685 32627	11/23/16			
32627				after trouble shooting the issue with the customer, no issue could be found. Everything was working
	11/23/16	11/28/16 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was worki appropriately.
32627			Not working/starting Not working/starting	appropriately. Sent customer a DSL filter. Issues resvoled.
32627 32586	11/22/16	11/28/16 Captions		appropriately.
32627 32586 32318	11/22/16 11/21/16	11/28/16 Captions 11/21/16 Captions	Not working/starting	appropriately. Sent customer a DSL filter. Issues resvoled.
32586 32318 32316	11/22/16 11/21/16 11/21/16	11/28/16 Captions 11/21/16 Captions 12/6/16 Captions	Not working/starting Not working/starting	appropriately. Sent customer a DSL filter. Issues resvoled. Customer's phone was unplugged during renovations and needed assistance reinstalling
32586 32318 32316 32272	11/22/16 11/21/16 11/21/16 11/21/16	11/28/16 Captions 11/21/16 Captions 12/6/16 Captions 11/23/16 Captions	Not working/starting Not working/starting Not working/starting	appropriately. Sent customer a DSL filter. Issues resvoled. Customer's phone was unplugged during renovations and needed assistance reinstalling Resolved customer's wifi connection
32586 32318 32316 32272 32248	11/22/16 11/21/16 11/21/16 11/21/16 11/21/16	11/28/16 Captions 11/21/16 Captions 12/6/16 Captions 11/23/16 Captions 11/21/16 Captions	Not working/starting Not working/starting Not working/starting Not working/starting	appropriately. Sent customer a DSL filter. Issues resvoled. Customer's phone was unplugged during renovations and needed assistance reinstalling Resolved customer's wifi connection Installed DSL filter, all issues resolved
32586 32318 32316 32272 32248 32212	11/22/16 11/21/16 11/21/16 11/21/16 11/21/16 11/20/16	11/28/16 Captions 11/21/16 Captions 12/6/16 Captions 11/23/16 Captions 11/21/16 Captions 1/21/17 Captions	Not working/starting Not working/starting Not working/starting Not working/starting Not working/starting Not working/starting	appropriately. Sent customer a DSL filter. Issues resvoled. Customer's phone was unplugged during renovations and needed assistance reinstalling Resolved customer's wifi connection Installed DSL filter, all issues resolved Resolved customer's wifi connection
32627 32586 32318 32316 32272 32248 32212 32146	11/22/16 11/21/16 11/21/16 11/21/16 11/21/16 11/20/16 11/18/16	11/28/16 Captions 11/21/16 Captions 12/6/16 Captions 11/23/16 Captions 11/21/16 Captions 1/21/17 Captions 11/18/16 Captions	Not working/starting Not working/starting Not working/starting Not working/starting Not working/starting Not working/starting	appropriately. Sent customer a DSL filter. Issues resvoled. Customer's phone was unplugged during renovations and needed assistance reinstalling Resolved customer's wifi connection Installed DSL filter, all issues resolved Resolved customer's wifi connection Resolved customer's wifi connection resolved customers network connection
32586 32318 32316 32272 32248 32212 32146 32135 32044	11/22/16 11/21/16 11/21/16 11/21/16 11/21/16 11/20/16 11/18/16 11/18/16	11/28/16 Captions 11/21/16 Captions 12/6/16 Captions 12/6/16 Captions 11/23/16 Captions 11/21/17 Captions 11/18/16 Captions 11/18/16 Captions 11/18/16 Captions	Not working/starting	appropriately. Sent customer a DSL filter. Issues resvoled. Customer's phone was unplugged during renovations and needed assistance reinstalling Resolved customer's wifi connection Installed DSL filter, all issues resolved Resolved customer's wifi connection Resolved customer's wifi connection resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Everything was worki powercycled the phone and reran connection wizard. All issues were resolved and customer was
32627 32586 32318 32316 32272 32248 32212 32146 32135	11/22/16 11/21/16 11/21/16 11/21/16 11/21/16 11/21/16 11/20/16 11/18/16	11/28/16 Captions 11/21/16 Captions 12/6/16 Captions 11/23/16 Captions 11/21/16 Captions 1/21/17 Captions 11/18/16 Captions 11/18/16 Captions	Not working/starting	appropriately. Sent customer a DSL filter. Issues resvoled. Customer's phone was unplugged during renovations and needed assistance reinstalling Resolved customer's wifi connection Installed DSL filter, all issues resolved Resolved customer's wifi connection Resolved customer's wifi connection resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Everything was worki
32586 32318 32316 32272 32248 32212 32146 32135 32044	11/22/16 11/21/16 11/21/16 11/21/16 11/21/16 11/20/16 11/18/16 11/18/16	11/28/16 Captions 11/21/16 Captions 12/6/16 Captions 12/6/16 Captions 11/23/16 Captions 11/21/17 Captions 11/18/16 Captions 11/18/16 Captions 11/18/16 Captions	Not working/starting	appropriately. Sent customer a DSL filter. Issues resvoled. Customer's phone was unplugged during renovations and needed assistance reinstalling Resolved customer's wifi connection Installed DSL filter, all issues resolved Resolved customer's wifi connection Resolved customer's wifi connection resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Everything was worki powercycled the phone and reran connection wizard. All issues were resolved and customer was satisfied
32586 32318 32316 32272 32248 32212 32146 32135 32044	11/22/16 11/21/16 11/21/16 11/21/16 11/21/16 11/20/16 11/18/16 11/18/16 11/18/16	11/28/16 Captions 11/21/16 Captions 12/6/16 Captions 12/6/16 Captions 11/23/16 Captions 11/21/17 Captions 11/18/16 Captions 11/18/16 Captions 11/18/16 Captions	Not working/starting	appropriately. Sent customer a DSL filter. Issues resvoled. Customer's phone was unplugged during renovations and needed assistance reinstalling Resolved customer's wifi connection Installed DSL filter, all issues resolved Resolved customer's wifi connection Resolved customer's wifi connection resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Everything was worki powercycled the phone and reran connection wizard. All issues were resolved and customer was satisfied
32586 32318 32316 32272 32248 32212 32146 32135 32044 32091 32066 31999	11/22/16 11/21/16 11/21/16 11/21/16 11/21/16 11/20/16 11/18/16 11/18/16 11/18/16 11/18/16 11/18/16 11/18/16	11/28/16 Captions 11/21/16 Captions 12/6/16 Captions 12/6/16 Captions 11/23/16 Captions 11/21/17 Captions 11/18/16 Captions 11/18/16 Captions 11/18/16 Captions 11/18/16 Captions 11/18/16 Captions 11/18/16 Captions 12/5/16 Captions 1/20/17 Captions	Not working/starting	appropriately. Sent customer a DSL filter. Issues resvoled. Customer's phone was unplugged during renovations and needed assistance reinstalling Resolved customer's wifi connection Installed DSL filter, all issues resolved Resolved customer's wifi connection Resolved customer's wifi connection resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Everything was worki powercycled the phone and reran connection wizard. All issues were resolved and customer was satisfied After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied After powercycling the phone, issues were resolved.
32586 32318 32316 32272 32248 32212 32146 32135 32044 32091 32066 31999 31997	11/22/16 11/21/16 11/21/16 11/21/16 11/21/16 11/20/16 11/18/16 11/18/16 11/18/16 11/18/16 11/18/16 11/18/16 11/18/16	11/28/16 Captions 11/21/16 Captions 12/6/16 Captions 12/6/16 Captions 11/23/16 Captions 11/21/17 Captions 11/18/16 Captions 11/18/16 Captions 11/18/16 Captions 11/18/16 Captions 11/18/16 Captions 11/20/17 Captions 11/20/17 Captions 11/17/16 Captions	Not working/starting	appropriately. Sent customer a DSL filter. Issues resvoled. Customer's phone was unplugged during renovations and needed assistance reinstalling Resolved customer's wifi connection Installed DSL filter, all issues resolved Resolved customer's wifi connection Resolved customer's wifi connection resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Everything was worki powercycled the phone and reran connection wizard. All issues were resolved and customer was satisfied After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied After powercycling the phone, issues were resolved. Resolved customer's wifi connection
32586 32318 32316 32272 32248 32212 32146 32135 32044 32091 32066 31999 31997 31994	11/22/16 11/21/16 11/21/16 11/21/16 11/21/16 11/20/16 11/18/16 11/18/16 11/18/16 11/18/16 11/17/16	11/28/16 Captions 11/21/16 Captions 12/6/16 Captions 12/6/16 Captions 11/23/16 Captions 11/21/17 Captions 1/21/17 Captions 11/18/16 Captions 11/18/16 Captions 11/18/16 Captions 12/5/16 Captions 12/5/16 Captions 11/17/16 Captions 11/17/16 Captions	Not working/starting	appropriately. Sent customer a DSL filter. Issues resvoled. Customer's phone was unplugged during renovations and needed assistance reinstalling Resolved customer's wifi connection Installed DSL filter, all issues resolved Resolved customer's wifi connection Resolved customer's wifi connection resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Everything was worki powercycled the phone and reran connection wizard. All issues were resolved and customer was satisfied After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied After powercycling the phone, issues were resolved. Resolved customer's wifi connection After powercycling the phone, issues were resolved.
32586 32318 32316 32272 32248 32212 32146 32135 32044 32091 32066 31999 31997	11/22/16 11/21/16 11/21/16 11/21/16 11/21/16 11/20/16 11/18/16 11/18/16 11/18/16 11/18/16 11/18/16 11/18/16 11/18/16	11/28/16 Captions 11/21/16 Captions 12/6/16 Captions 12/6/16 Captions 11/23/16 Captions 11/21/17 Captions 11/18/16 Captions 11/18/16 Captions 11/18/16 Captions 11/18/16 Captions 11/18/16 Captions 11/20/17 Captions 11/20/17 Captions 11/17/16 Captions	Not working/starting	appropriately. Sent customer a DSL filter. Issues resvoled. Customer's phone was unplugged during renovations and needed assistance reinstalling Resolved customer's wifi connection Installed DSL filter, all issues resolved Resolved customer's wifi connection Resolved customer's wifi connection resolved customers network connection After trouble shooting the issue with the customer, no issue could be found. Everything was worki powercycled the phone and reran connection wizard. All issues were resolved and customer was satisfied After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied After powercycling the phone, issues were resolved. Resolved customer's wifi connection After powercycling the phone, issues were resolved. Customer was experiencing network issues. Once resolved, phone was working accordingly.
32586 32318 32316 32272 32248 32212 32146 32135 32044 32091 32066 31999 31997 31994	11/22/16 11/21/16 11/21/16 11/21/16 11/21/16 11/20/16 11/18/16 11/18/16 11/18/16 11/18/16 11/17/16	11/28/16 Captions 11/21/16 Captions 12/6/16 Captions 12/6/16 Captions 11/23/16 Captions 11/21/17 Captions 1/21/17 Captions 11/18/16 Captions 11/18/16 Captions 11/18/16 Captions 12/5/16 Captions 12/5/16 Captions 11/17/16 Captions 11/17/16 Captions	Not working/starting	appropriately. Sent customer a DSL filter. Issues resvoled. Customer's phone was unplugged during renovations and needed assistance reinstalling Resolved customer's wifi connection Installed DSL filter, all issues resolved Resolved customer's wifi connection Resolved customer's wifi connection resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Everything was worki powercycled the phone and reran connection wizard. All issues were resolved and customer was satisfied After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied After powercycling the phone, issues were resolved. Resolved customer's wifi connection After powercycling the phone, issues were resolved. Customer was experiencing network issues. Once resolved, phone was working accordingly. customer unresponsive for further assistance. Will provide additional trouble shooting tips to cust if they expience the issue again.
32586 32318 32316 32272 32248 32212 32146 32135 32044 32091 32066 31999 31997 31997 32017	11/22/16 11/21/16 11/21/16 11/21/16 11/21/16 11/20/16 11/18/16 11/18/16 11/18/16 11/18/16 11/17/16 11/17/16	11/28/16 Captions 11/21/16 Captions 12/6/16 Captions 12/6/16 Captions 11/23/16 Captions 11/21/17 Captions 11/18/16 Captions 11/18/16 Captions 11/18/16 Captions 11/18/16 Captions 11/18/16 Captions 11/20/17 Captions 11/17/16 Captions 11/17/16 Captions 11/17/16 Captions 11/17/16 Captions 11/17/16 Captions 11/17/16 Captions	Not working/starting	appropriately. Sent customer a DSL filter. Issues resvoled. Customer's phone was unplugged during renovations and needed assistance reinstalling Resolved customer's wifi connection Installed DSL filter, all issues resolved Resolved customer's wifi connection Resolved customer's wifi connection resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Everything was worki powercycled the phone and reran connection wizard. All issues were resolved and customer was satisfied After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied After powercycling the phone, issues were resolved. Resolved customer's wifi connection After powercycling the phone, issues were resolved. Customer was experiencing network issues. Once resolved, phone was working accordingly. customer unresponsive for further assistance. Will provide additional trouble shooting tips to custoff they expience the issue again.
32586 32318 32316 32272 32248 32212 32146 32135 32044 32091 32066 31999 31997 31994 32017	11/22/16 11/21/16 11/21/16 11/21/16 11/21/16 11/20/16 11/18/16 11/18/16 11/18/16 11/18/16 11/17/16 11/17/16	11/28/16 Captions 11/21/16 Captions 12/6/16 Captions 12/6/16 Captions 11/23/16 Captions 11/21/17 Captions 11/18/16 Captions 11/18/16 Captions 11/18/16 Captions 11/18/16 Captions 11/18/16 Captions 11/20/17 Captions 11/17/16 Captions 11/17/16 Captions 11/17/16 Captions 11/17/16 Captions 11/17/16 Captions 11/17/16 Captions	Not working/starting	appropriately. Sent customer a DSL filter. Issues resvoled. Customer's phone was unplugged during renovations and needed assistance reinstalling Resolved customer's wifi connection Installed DSL filter, all issues resolved Resolved customer's wifi connection Resolved customer's wifi connection resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Everything was worki powercycled the phone and reran connection wizard. All issues were resolved and customer was satisfied After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied After powercycling the phone, issues were resolved. Resolved customer's wifi connection After powercycling the phone, issues were resolved. Customer was experiencing network issues. Once resolved, phone was working accordingly. customer unresponsive for further assistance. Will provide additional trouble shooting tips to custoff they expience the issue again.
32586 32318 32316 32272 32248 32212 32146 32135 32044 32091 32066 31999 31997 31997 32017	11/22/16 11/21/16 11/21/16 11/21/16 11/21/16 11/20/16 11/18/16 11/18/16 11/18/16 11/18/16 11/18/16 11/17/16 11/17/16 11/17/16	11/28/16 Captions 11/21/16 Captions 12/6/16 Captions 12/6/16 Captions 11/23/16 Captions 11/21/17 Captions 11/18/16 Captions 11/18/16 Captions 11/18/16 Captions 11/18/16 Captions 11/20/17 Captions 11/17/16 Captions	Not working/starting	Sent customer a DSL filter. Issues resvoled. Customer's phone was unplugged during renovations and needed assistance reinstalling Resolved customer's wifi connection Installed DSL filter, all issues resolved Resolved customer's wifi connection Resolved customer's wifi connection Resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Everything was working powercycled the phone and reran connection wizard. All issues were resolved and customer was satisfied After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied After powercycling the phone, issues were resolved. Resolved customer's wifi connection After powercycling the phone, issues were resolved. Customer was experiencing network issues. Once resolved, phone was working accordingly. customer unresponsive for further assistance. Will provide additional trouble shooting tips to custof if they expience the issue again. after trouble shooting the issue with the customer, no issue could be found. Everything was working

31686				
	11/16/16	11/16/16 Captions	Not working/starting	appropriately.
31630	11/15/16	11/15/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfie
31644	11/15/16	11/15/16 Captions	Not working/starting	Cycled the power on the phone. All problems resolved and phone was working accordingly
31514	11/14/16	12/3/16 Captions	Not working/starting	Customer ISP eventually changed network settings. Everything worked accordingly afterwards
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
31485	11/14/16	11/14/16 Captions	Not working/starting	appropriately.
31521	11/14/16	11/14/16 Captions	Not working/starting	After powercycling the phone, issues were resolved.
31438	11/14/16	11/15/16 Captions	Not working/starting	After powercycling the router and router, and performing a software update, all issues were resolv
31257	11/11/16	11/12/16 Captions	Not working/starting	Resolved customer's wifi connection
31237	11/11/10	11/12/10 Captions	NOT WOLKING/ Stallting	
24224	44/44/45	44/44/45 0 ::		Customer did not have PC or router info, provided troubleshooting tips and will wait for further inf
31234	11/11/16	11/11/16 Captions	Not working/starting	from customer
				after trouble shooting the issue with the customer, no issue could be found. Everything was worki
31153	11/11/16	11/11/16 Captions	Not working/starting	appropriately.
31101	11/11/16	11/11/16 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was worki
31084	11/11/16	11/11/16 Captions	Not working/starting	Resolved customer's wifi connection
31099	11/11/16	11/16/16 Captions	Not working/starting	Customer's ISP was experiencing an outage, which resulted in Captions not working. Once ISP issue
31046	11/10/16	11/10/16 Captions	Not working/starting	resolved customers network connection
				after trouble shooting the issue with the customer, no issue could be found. Everything was worki
30915	11/10/16	11/10/16 Captions	Not working/starting	appropriately.
30915	11/10/16	11/10/16 Captions	Not working/starting	
				after trouble shooting the issue with the customer, no issue could be found. Everything was worki
30613	11/9/16	11/9/16 Captions	Not working/starting	appropriately.
30607	11/9/16	11/9/16 Captions	Not working/starting	Resolved customer's wifi connection
				Due to customer's home network being down, advised them to contact their ISP for further support
30576	11/9/16	11/9/16 Captions	Not working/starting	Advised the customer to let us know if that doesn't resolve their issues.
				after trouble shooting the issue with the customer, no issue could be found. Everything was worki
30560	11/9/16	11/9/16 Captions	Not working/starting	appropriately.
30635	11/9/16	11/11/16 Captions	Not working/starting	Phone was faulty, requiring a replacement be sent
30522	11/8/16	11/8/16 Captions	Not working/starting	Resolved customer's wifi connection
30429	11/8/16	11/10/16 Captions	Not working/starting	Resolved customer's wifi connection
30365	11/7/16	11/7/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
30364	11/7/16	11/7/16 Captions	Not working/starting	Resolved customer's wifi connection
				after trouble shooting the issue with the customer, no issue could be found. Everything was worki
30324	11/7/16	11/7/16 Captions	Not working/starting	appropriately.
30326	11/7/16	11/7/16 Captions	Not working/starting	Resolved customer's wifi connection
30228	11/6/16	11/6/16 Captions	Not working/starting	resolved customers network connection
30192	11/5/16	11/5/16 Captions	Not working/starting	Resolved customer's wifi connection
30135	11/4/16			Resolved customer's wifi connection
		11/4/16 Captions	Not working/starting	
30062	11/4/16	11/8/16 Captions	Not working/starting	Phone issues required a replacement unit be sent to the customer
30152	11/4/16	11/8/16 Captions	Not working/starting	Phone was faulty, requiring a replacement be sent
30120	11/4/16	11/29/16 Captions	Not working/starting	IT POC unresponsive, will provide additional support when customer or POC reaches back
30069	11/4/16	12/1/16 Captions	Not working/starting	Assisted customer in installing a wifi range extender. All functioning accordingly once done.
29768	11/2/16	11/2/16 Captions	Not working/starting	Resolved customer's wifi connection
				after trouble shooting the issue with the customer, no issue could be found. Everything was worki
29691	11/2/16	11/2/16 Captions	Not working/starting	appropriately.
29681	11/2/16	11/2/16 Captions	Not working/starting	resolved customers network connection
23001	11/2/10	11/2/10 Captions	Not working/ starting	
20500	11/2/16	11/2/16 6	Nich	
29680	11/2/16	11/2/16 Captions	Not working/starting	appropriately.
29676	11/2/16	11/2/16 Captions 11/2/16 Captions	Not working/starting	
				appropriately.
29676	11/2/16	11/2/16 Captions	Not working/starting	appropriately. resolved customers network connection
29676 29674	11/2/16 11/2/16	11/2/16 Captions 11/3/16 Captions	Not working/starting Not working/starting	appropriately. resolved customers network connection resolved customer's network connection resolved customers network connection
29676 29674 29565	11/2/16 11/2/16 11/1/16	11/2/16 Captions 11/3/16 Captions 11/1/16 Captions	Not working/starting Not working/starting Not working/starting	appropriately. resolved customers network connection resolved customer's network connection resolved customers network connection After trouble shooting the issue with the customer, no issue could be found. Everything was worki
29676 29674	11/2/16 11/2/16	11/2/16 Captions 11/3/16 Captions	Not working/starting Not working/starting	appropriately. resolved customers network connection resolved customer's network connection resolved customers network connection After trouble shooting the issue with the customer, no issue could be found. Everything was workl appropriately.
29676 29674 29565 29584	11/2/16 11/2/16 11/1/16 11/1/16	11/2/16 Captions 11/3/16 Captions 11/1/16 Captions 11/1/16 Captions	Not working/starting Not working/starting Not working/starting Not working/starting	appropriately. resolved customers network connection resolved customer's network connection resolved customers network connection After trouble shooting the issue with the customer, no issue could be found. Everything was worki appropriately. Customer needed DSL filters installed in lines. Customer became unresponsive. Will provide addit
29676 29674 29565 29584 29625	11/2/16 11/2/16 11/1/16 11/1/16 11/1/16	11/2/16 Captions 11/3/16 Captions 11/1/16 Captions 11/1/16 Captions 11/21/16 Captions	Not working/starting Not working/starting Not working/starting Not working/starting Not working/starting	appropriately. resolved customers network connection resolved customer's network connection resolved customer's network connection After trouble shooting the issue with the customer, no issue could be found. Everything was workl appropriately. Customer needed DSL filters installed in lines. Customer became unresponsive. Will provide addit support if customer calls back in.
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29676 29674 29565 29584 29625 37396 37394 37387 37376 37337 37352 37351 37261 37227 37221 37144 37108 37130 37039 37014	11/2/16 11/2/16 11/1/16 11/1/16 11/1/16 11/1/16 12/31/16 12/30/16 12/30/16 12/30/16 12/30/16 12/30/16 12/30/16 12/30/16 12/29/16 12/29/16 12/29/16 12/29/16 12/29/16 12/28/16 12/28/16 12/28/16 12/28/16 12/28/16	11/2/16 Captions 11/3/16 Captions 11/3/16 Captions 11/1/16 Captions 11/1/16 Captions 11/21/16 Captions 11/21/16 Captions 11/21/16 Captions 12/31/16 Captions 12/31/16 Captions 12/30/16 Captions 12/30/16 Captions 12/30/16 Captions 1/10/17 Captions 1/10/17 Captions 12/29/16 Captions 12/28/16 Captions 12/28/16 Captions 12/28/16 Captions	Not working/starting	appropriately. resolved customers network connection resolved customers network connection resolved customers network connection After trouble shooting the issue with the customer, no issue could be found. Everything was worki appropriately. Customer needed DSL filters installed in lines. Customer became unresponsive. Will provide addit support if customer calls back in. customer needed assistance reestablishing wifi connection. After trouble shooting the issue with the customer, no issue could be found. Customer was satisfic Customer doesn't know wifi password. Provided the customer with suggested next steps and per customer's request, awaited their call back. Resolved customer's wifi connection Issue found with phone, sent a replacemet phone to the customer Resolved customer's wifi connection resolved customer's network connection phone is faulty, new phone was sent to the customer connection issues due to wifi router distance from the phone. Recommended customer acquire a extender. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issuent for the customer, no issue could be found. Everything was worki appropriately. After trouble shooting the issue with the customer, no issue could be found. Everything was worki appropriately. After trouble shooting the issue with the customer, no issue could be found. Everything was worki appropriately. Provided trouble shooting tips to the customer. There has been no further dialogue with the customer trouble shooting the issue with the customer, no issue could be found. Everything was worki appropriately. Provided trouble shooting the issue with the customer, no issue could be found. Everything was worki appropriately. After trouble shooting the issue with the customer, no issue could be found. Everything was worki appropriately.
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29676 29674 29565 29584 29625 37396 37394 37387 37376 37337 37352 37351 37261 37227 37221 37144 37108 37130 37039 37014	11/2/16 11/2/16 11/1/16 11/1/16 11/1/16 11/1/16 12/31/16 12/30/16 12/30/16 12/30/16 12/30/16 12/30/16 12/30/16 12/30/16 12/29/16 12/29/16 12/29/16 12/29/16 12/29/16 12/28/16 12/28/16 12/28/16 12/28/16 12/28/16	11/2/16 Captions 11/3/16 Captions 11/3/16 Captions 11/1/16 Captions 11/1/16 Captions 11/21/16 Captions 11/21/16 Captions 11/21/16 Captions 12/31/16 Captions 12/31/16 Captions 12/30/16 Captions 12/30/16 Captions 12/30/16 Captions 1/10/17 Captions 1/10/17 Captions 12/29/16 Captions 12/28/16 Captions 12/28/16 Captions 12/28/16 Captions	Not working/starting	resolved customer's network connection resolved customer's network connection After trouble shooting the issue with the customer, no issue could be found. Everything was worki appropriately. Customer needed DSL filters installed in lines. Customer became unresponsive. Will provide addit support if customer calls back in. customer needed assistance reestablishing wifi connection. After trouble shooting the issue with the customer, no issue could be found. Customer was satisfie Customer doesn't know wifi password. Provided the customer with suggested next steps and per customer's request, awaited their call back. Resolved customer's wifi connection Issue found with phone, sent a replacemet phone to the customer Resolved customer's wifi connection resolved customer's wifi connection phone is faulty, new phone was sent to the customer connection issues due to wifi router distance from the phone. Recommended customer acquire a extender. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After trouble shooting the issue with the customer, no issue could be found. Everything was worki appropriately. After trouble shooting the issue with the customer, no issue could be found. Everything was worki appropriately. Provided trouble shooting the issue with the customer, no issue could be found. Everything was worki appropriately. Provided trouble shooting the issue with the customer, no issue could be found. Everything was worki appropriately. Provided trouble shooting the issue with the customer, no issue could be found. Everything was worki appropriately. Provided trouble shooting the issue with the customer, no issue could be found. Customer was satisfied after rebooting router, all issues resolved. after powercycling the phone, issues were resolved.

36843				Customer was experiencing Captions issue, but appear to be tied to a visit to the customer's home b
	12/24/16	12/28/16 Captions	Not working/starting	their ISP. There has been no further dialogue with the customer.
36827	12/24/16	12/27/16 Captions	Not working/starting	after restarting the phone, all issues resolved.
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
36805	12/23/16	12/23/16 Captions	Not working/starting	appropriately.
36708	12/22/16	12/27/16 Captions	Not working/starting	Resolved customer's wifi connection
36601	12/21/16	12/21/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
				Unable to contact customer to provide Technical Support. There has been no further dialogue with
36618	12/21/16	12/24/16 Captions	Not working/starting	customer.
36517	12/20/16	12/22/16 Captions	Not working/starting	after restarting the phone, all issues resolved.
36455	12/20/16	1/17/17 Captions	Not working/starting	resolved customer's network connection
36417	12/20/16	12/22/16 Captions	Not working/starting	resolved customers network connection
36368	12/19/16	1/3/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
36318	12/19/16	2/22/17 Captions	Not working/starting	customer was using hotspot for internet connection, resulting in poor network connection
36302	12/19/16	1/11/17 Captions	Not working/starting	Resolved customer's wifi connection
36172	12/17/16	12/20/16 Captions	Not working/starting	after powercycling the phone, issues were resolved.
36149	12/16/16	12/18/16 Captions	Not working/starting	Resolved customer's wifi connection
35879	12/15/16	12/20/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
35841	12/15/16	12/15/16 Captions	Not working/starting	resolved customers network connection
35709	12/14/16	12/14/16 Captions	Not working/starting	Resolved customer's wifi connection
35647	12/14/16	12/14/16 Captions	Not working/starting	resolved customers network connection
35540	12/14/16	12/14/16 Captions	Not working/starting	Resolved customer's wifi connection
			<u> </u>	Unable to contact customer to provide Technical Support. There has been no further dialogue with
35683	12/14/16	12/24/16 Captions	Not working/starting	customer.
35476	12/13/16	12/13/16 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
35377	12/13/16	12/13/16 Captions	Not working/starting	resolved customers network connection
35359	12/13/16	12/13/16 Captions	Not working/starting	phone is faulty, new phone was sent to the customer
35375	12/13/16	12/16/16 Captions	Not working/starting Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
35319	12/13/16	1/23/17 Captions	Not working/starting Not working/starting	Resolved customer's wifi connection
33313	12/13/10	1/23/17 Captions	NOT WORKING/Starting	
25/02	12/12/16	1/22/17 Cantians	Not working/starting	Customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they expience the issue again.
35482	12/13/16	1/23/17 Captions	Not working/starting	, , , , , , , , , , , , , , , , , , , ,
25020	40/44/45	40/40/45 0 .:		Customer unresponsive for further assistance. Will provide additional trouble shooting tips to
35038	12/11/16	12/13/16 Captions	Not working/starting	customer if they expience the issue again.
34878	12/10/16	1/14/17 Captions	Not working/starting	Resolved customer's wifi connection
34803	12/9/16	12/9/16 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
				Customer unresponsive for further assistance. Will provide additional trouble shooting tips to
34765	12/9/16	12/24/16 Captions	Not working/starting	customer if they expience the issue again.
34492	12/8/16	12/15/16 Captions	Not working/starting	After powercycling the phone and router, issues were resolved.
34438	12/7/16	12/27/16 Captions	Not working/starting	Phone was faulty, requiring a replacement be sent
34177	12/6/16	12/6/16 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
34073	12/6/16	12/6/16 Captions	Not working/starting	resolved customers network connection
34079	12/6/16	2/21/17 Captions	Not working/starting	resolved customer's network connection and provided additional training to the customer.
33858	12/5/16	12/16/16 Captions	Not working/starting	after restarting the phone, all issues resolved.
33944	12/5/16	12/7/16 Captions	Not working/starting	resolved customer's network connection
33922	12/5/16	12/6/16 Captions	Not working/starting	after powercycling the phone, issues were resolved.
				After trouble shooting the issue with the customer, no issue could be found. Everything was working
33795	12/3/16	12/3/16 Captions	Not working/starting	appropriately.
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
33785	12/3/16	12/3/16 Captions	Not working/starting	appropriately.
33805	12/3/16	12/20/16 Captions	Not working/starting	Customer required a DSL filter. Upon installing, all issues were resolved
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
33664	12/2/16	12/2/16 Captions	Not working/starting	appropriately.
				Customer was experiencing issues due to their ISP. Once resolved, everything was working find and
33511	12/1/16	12/7/16 Captions	Not working/starting	customer was satisfied.
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
33461	12/1/16	12/1/16 Captions	Not working/starting	- , , , , , , , , , , , , , , , , , , ,
		12/1/10 Captions	NOT MOLKING/STALTING	appropriately.
33440	12/1/16			
33440 33435	12/1/16 12/1/16	12/1/16 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved.
33435	12/1/16	12/1/16 Captions 12/6/16 Captions	Not working/starting Not working/starting	After providing additional training to the customer, the customer's issues were resolved. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
33435 33427	12/1/16 12/1/16	12/1/16 Captions 12/6/16 Captions 12/1/16 Captions	Not working/starting Not working/starting Not working/starting	After providing additional training to the customer, the customer's issues were resolved. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After providing additional training to the customer, the customer's issues were resolved.
33435 33427 33411	12/1/16 12/1/16 12/1/16	12/1/16 Captions 12/6/16 Captions 12/1/16 Captions 12/20/16 Captions	Not working/starting Not working/starting Not working/starting Not working/starting	After providing additional training to the customer, the customer's issues were resolved. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After providing additional training to the customer, the customer's issues were resolved. Resolved customer's wifi connection
33435 33427 33411 33538	12/1/16 12/1/16 12/1/16 12/1/16	12/1/16 Captions 12/6/16 Captions 12/1/16 Captions 12/20/16 Captions 12/14/16 Captions	Not working/starting Not working/starting Not working/starting Not working/starting Not working/starting	After providing additional training to the customer, the customer's issues were resolved. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After providing additional training to the customer, the customer's issues were resolved. Resolved customer's wifi connection Assisted customer in installing a wifi range extender. All functioning accordingly once done.
33435 33427 33411 33538 41184	12/1/16 12/1/16 12/1/16 12/1/16 1/31/17	12/1/16 Captions 12/6/16 Captions 12/1/16 Captions 12/20/16 Captions 12/14/16 Captions 1/31/17 Captions	Not working/starting Not working/starting Not working/starting Not working/starting Not working/starting Not working/starting	After providing additional training to the customer, the customer's issues were resolved. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After providing additional training to the customer, the customer's issues were resolved. Resolved customer's wifi connection Assisted customer in installing a wifi range extender. All functioning accordingly once done. Resolved customer's wifi connection
33435 33427 33411 33538 41184 41174	12/1/16 12/1/16 12/1/16 12/1/16 1/31/17 1/31/17	12/1/16 Captions 12/6/16 Captions 12/1/16 Captions 12/20/16 Captions 12/14/16 Captions 1/31/17 Captions 1/31/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After providing additional training to the customer, the customer's issues were resolved. Resolved customer's wifi connection Assisted customer in installing a wifi range extender. All functioning accordingly once done. Resolved customer's wifi connection resolved customer's network connection
33435 33427 33411 33538 41184 41174 41257	12/1/16 12/1/16 12/1/16 12/1/16 1/31/17 1/31/17 1/31/17	12/1/16 Captions 12/6/16 Captions 12/1/16 Captions 12/20/16 Captions 12/14/16 Captions 1/31/17 Captions 1/31/17 Captions 1/31/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After providing additional training to the customer, the customer's issues were resolved. Resolved customer's wifi connection Assisted customer in installing a wifi range extender. All functioning accordingly once done. Resolved customer's wifi connection resolved customer's network connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
33435 33427 33411 33538 41184 41174 41257 41202	12/1/16 12/1/16 12/1/16 12/1/16 1/31/17 1/31/17 1/31/17 1/31/17	12/1/16 Captions 12/6/16 Captions 12/1/16 Captions 12/20/16 Captions 12/14/16 Captions 1/31/17 Captions 1/31/17 Captions 1/31/17 Captions 2/2/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After providing additional training to the customer, the customer's issues were resolved. Resolved customer's wifi connection Assisted customer in installing a wifi range extender. All functioning accordingly once done. Resolved customer's wifi connection resolved customer's network connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied resolved customer's network connection
33435 33427 33411 33538 41184 41174 41257 41202 41077	12/1/16 12/1/16 12/1/16 12/1/16 1/31/17 1/31/17 1/31/17 1/31/17 1/30/17	12/1/16 Captions 12/6/16 Captions 12/1/16 Captions 12/20/16 Captions 12/14/16 Captions 1/31/17 Captions 1/31/17 Captions 1/31/17 Captions 1/31/17 Captions 1/30/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After providing additional training to the customer, the customer's issues were resolved. Resolved customer's wifi connection Assisted customer in installing a wifi range extender. All functioning accordingly once done. Resolved customer's wifi connection resolved customer's network connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied resolved customer's network connection Provided customer's network connection
33435 33427 33411 33538 41184 41174 41257 41202	12/1/16 12/1/16 12/1/16 12/1/16 1/31/17 1/31/17 1/31/17 1/31/17	12/1/16 Captions 12/6/16 Captions 12/1/16 Captions 12/20/16 Captions 12/14/16 Captions 1/31/17 Captions 1/31/17 Captions 1/31/17 Captions 2/2/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After providing additional training to the customer, the customer's issues were resolved. Resolved customer's wifi connection Assisted customer in installing a wifi range extender. All functioning accordingly once done. Resolved customer's wifi connection resolved customer's network connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied resolved customer's network connection Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
33435 33427 33411 33538 41184 41174 41257 41202 41077 40969	12/1/16 12/1/16 12/1/16 12/1/16 131/17 1/31/17 1/31/17 1/31/17 1/31/17 1/30/17	12/1/16 Captions 12/6/16 Captions 12/1/16 Captions 12/20/16 Captions 12/20/16 Captions 1/31/17 Captions 1/31/17 Captions 1/31/17 Captions 2/2/17 Captions 1/30/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After providing additional training to the customer, the customer's issues were resolved. Resolved customer's wifi connection Assisted customer in installing a wifi range extender. All functioning accordingly once done. Resolved customer's wifi connection resolved customer's network connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied resolved customer's network connection Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was workin
33435 33427 33411 33538 41184 41174 41257 41202 41077 40969	12/1/16 12/1/16 12/1/16 12/1/16 12/1/16 1/31/17 1/31/17 1/31/17 1/30/17 1/30/17	12/1/16 Captions 12/6/16 Captions 12/1/16 Captions 12/20/16 Captions 12/20/16 Captions 1/31/17 Captions 1/31/17 Captions 1/31/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After providing additional training to the customer, the customer's issues were resolved. Resolved customer's wifi connection Assisted customer in installing a wifi range extender. All functioning accordingly once done. Resolved customer's wifi connection resolved customer's network connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied resolved customer's network connection Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately.
33435 33427 33411 33538 41184 41174 41257 41202 41077 40969	12/1/16 12/1/16 12/1/16 12/1/16 1/31/17 1/31/17 1/31/17 1/30/17 1/30/17 1/30/17	12/1/16 Captions 12/6/16 Captions 12/1/16 Captions 12/20/16 Captions 12/20/16 Captions 12/14/16 Captions 1/31/17 Captions 1/31/17 Captions 2/2/17 Captions 1/30/17 Captions 2/7/17 Captions 1/30/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After providing additional training to the customer, the customer's issues were resolved. Resolved customer's wifi connection Assisted customer in installing a wifi range extender. All functioning accordingly once done. Resolved customer's wifi connection resolved customer's network connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied resolved customer's network connection Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately. After providing additional training to the customer, the customer's issues were resolved.
33435 33427 33411 33538 41184 41174 41257 41202 41077 40969 40969 40959 40939	12/1/16 12/1/16 12/1/16 12/1/16 1/31/17 1/31/17 1/31/17 1/30/17 1/30/17 1/30/17 1/30/17	12/1/16 Captions 12/6/16 Captions 12/1/16 Captions 12/10/16 Captions 12/20/16 Captions 12/14/16 Captions 1/31/17 Captions 1/31/17 Captions 1/31/17 Captions 1/30/17 Captions 2/2/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After providing additional training to the customer, the customer's issues were resolved. Resolved customer's wifi connection Assisted customer in installing a wifi range extender. All functioning accordingly once done. Resolved customer's wifi connection resolved customer's network connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied resolved customer's network connection Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately. After providing additional training to the customer, the customer's issues were resolved. after powercycling modem, issues were resolved.
33435 33427 33411 33538 41184 41174 41257 41202 41077 40969 40962 40959 40939 41069	12/1/16 12/1/16 12/1/16 12/1/16 13/1/17 1/31/17 1/31/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17	12/1/16 Captions 12/6/16 Captions 12/1/16 Captions 12/20/16 Captions 12/20/16 Captions 1/2/14/16 Captions 1/31/17 Captions 1/31/17 Captions 1/31/17 Captions 1/30/17 Captions 2/2/17 Captions 2/7/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After providing additional training to the customer, the customer's issues were resolved. Resolved customer's wifi connection Assisted customer in installing a wifi range extender. All functioning accordingly once done. Resolved customer's wifi connection resolved customer's network connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied resolved customer toubleshooting tips. Customer was satisfied and there has been no further issue Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately. After providing additional training to the customer, the customer's issues were resolved. Resolved customer's wifi connection
33435 33427 33411 33538 41118 41174 41257 41202 41077 40969 40962 40959 40939 41069 40983	12/1/16 12/1/16 12/1/16 12/1/16 12/1/16 1/31/17 1/31/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17	12/1/16 Captions 12/6/16 Captions 12/1/16 Captions 12/1/16 Captions 12/20/16 Captions 1/2/14/16 Captions 1/31/17 Captions 1/31/17 Captions 1/31/17 Captions 1/31/17 Captions 1/30/17 Captions 2/2/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions 2/1/17 Captions 2/1/17 Captions 3/15/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After providing additional training to the customer, the customer's issues were resolved. Resolved customer's wifi connection Assisted customer in installing a wifi range extender. All functioning accordingly once done. Resolved customer's wifi connection resolved customer's network connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied resolved customer toubleshooting tips. Customer was satisfied and there has been no further issue Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately. After providing additional training to the customer, the customer's issues were resolved. after powercycling modem, issues were resolved. Resolved customer's wifi connection
33435 33427 33411 33538 41184 41174 41257 41202 41077 40969 40969 40939 40939 40939 40933 40906	12/1/16 12/1/16 12/1/16 12/1/16 12/1/16 1/31/17 1/31/17 1/31/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17	12/1/16 Captions 12/6/16 Captions 12/1/16 Captions 12/20/16 Captions 12/20/16 Captions 1/2/14/16 Captions 1/31/17 Captions 1/31/17 Captions 1/31/17 Captions 1/30/17 Captions 1/30/17 Captions 2/7/17 Captions 1/30/17 Captions 1/31/17 Captions 3/15/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After providing additional training to the customer, the customer's issues were resolved. Resolved customer's wifi connection Assisted customer in installing a wifi range extender. All functioning accordingly once done. Resolved customer's wifi connection resolved customer's network connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied resolved customer to network connection Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately. After providing additional training to the customer, the customer's issues were resolved. after powercycling modem, issues were resolved. Resolved customer's wifi connection Resolved customer's wifi connection resolved customer's wifi connection
33435 33427 33411 33538 41184 41174 41257 41202 41077 40969 40962 40959 40939 41069 40983 40906 40986	12/1/16 12/1/16 12/1/16 12/1/16 1/31/17 1/31/17 1/31/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17	12/1/16 Captions 12/6/16 Captions 12/1/16 Captions 12/1/16 Captions 12/20/16 Captions 1/2/14/16 Captions 1/31/17 Captions 1/31/17 Captions 1/31/17 Captions 1/31/17 Captions 1/30/17 Captions 2/2/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions 2/1/17 Captions 2/1/17 Captions 3/15/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After providing additional training to the customer, the customer's issues were resolved. Resolved customer's wifi connection Assisted customer in installing a wifi range extender. All functioning accordingly once done. Resolved customer's wifi connection resolved customer's network connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied resolved customer toubleshooting tips. Customer was satisfied and there has been no further issue Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately. After providing additional training to the customer, the customer's issues were resolved. after powercycling modem, issues were resolved. Resolved customer's wifi connection
33435 33427 33411 33538 41184 41174 41257 41202 41077 40969 40969 40939 40939 40939 40933 40906	12/1/16 12/1/16 12/1/16 12/1/16 12/1/16 1/31/17 1/31/17 1/31/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17	12/1/16 Captions 12/6/16 Captions 12/1/16 Captions 12/20/16 Captions 12/20/16 Captions 1/2/14/16 Captions 1/31/17 Captions 1/31/17 Captions 1/31/17 Captions 1/30/17 Captions 1/30/17 Captions 2/7/17 Captions 1/30/17 Captions 1/31/17 Captions 3/15/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After providing additional training to the customer, the customer's issues were resolved. Resolved customer's wifi connection Assisted customer in installing a wifi range extender. All functioning accordingly once done. Resolved customer's wifi connection resolved customer's network connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied resolved customer toubleshooting tips. Customer was satisfied and there has been no further issue Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately. After providing additional training to the customer, the customer's issues were resolved. Resolved customer's wifi connection Resolved customer's wifi connection resolved customer's wifi connection
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33435 33427 33411 33538 41184 41174 41257 41007 40969 40962 40959 40939 41069 40983 40906 40985 40985 40985 40985	12/1/16 12/1/16 12/1/16 12/1/16 1/31/17 1/31/17 1/31/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/29/17	12/1/16 Captions 12/6/16 Captions 12/1/16 Captions 12/20/16 Captions 12/20/16 Captions 12/21/16 Captions 1/31/17 Captions 1/31/17 Captions 1/31/17 Captions 1/30/17 Captions 2/2/17 Captions 1/30/17 Captions 1/29/17 Captions 1/29/17 Captions 1/28/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After providing additional training to the customer, the customer's issues were resolved. Resolved customer's wifi connection Assisted customer in installing a wifi range extender. All functioning accordingly once done. Resolved customer's metwork connection resolved customer's network connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfier resolved customer's network connection Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately. After providing additional training to the customer, the customer's issues were resolved. after powercycling modem, issues were resolved. Resolved customer's wifi connection Resolved customer's wifi connection resolved customer's network connection resolved customers network connection resolved customers network connection
33435 33427 33411 33538 41184 41174 41257 41007 40969 40969 40959 40939 41069 40983 40906 40826 40826 40792	12/1/16 12/1/16 12/1/16 12/1/16 1/31/17 1/31/17 1/31/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17	12/1/16 Captions 12/6/16 Captions 12/1/16 Captions 12/10/16 Captions 12/20/16 Captions 1/2/14/16 Captions 1/31/17 Captions 1/31/17 Captions 1/31/17 Captions 1/30/17 Captions 2/2/17 Captions 1/30/17 Captions 1/20/17 Captions 1/28/17 Captions 1/28/17 Captions 1/28/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After providing additional training to the customer, the customer's issues were resolved. Resolved customer's wifi connection Assisted customer in installing a wifi range extender. All functioning accordingly once done. Resolved customer's network connection resolved customer's network connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied resolved customer toubleshooting tips. Customer was satisfied and there has been no further issue Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately. After providing additional training to the customer, the customer's issues were resolved. after powercycling modem, issues were resolved. Resolved customer's wifi connection Resolved customer's network connection resolved customers network connection resolved customers network connection Resolved customer's wifi connection Resolved customer's wifi connection Resolved customer's wifi connection
33435 33427 33411 33538 41184 41174 41257 41077 40969 40962 40959 40993 40993 40906 40983 40906 40826 40792 40792	12/1/16 12/1/16 12/1/16 12/1/16 1/31/17 1/31/17 1/31/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17	12/1/16 Captions 12/6/16 Captions 12/1/16 Captions 12/1/16 Captions 12/20/16 Captions 12/20/16 Captions 1/31/17 Captions 1/31/17 Captions 1/31/17 Captions 1/30/17 Captions 2/2/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions 2/1/17 Captions 1/29/17 Captions 1/29/17 Captions 1/28/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After providing additional training to the customer, the customer's issues were resolved. Resolved customer's wifi connection Assisted customer in installing a wifi range extender. All functioning accordingly once done. Resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied resolved customer snetwork connection Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately. After providing additional training to the customer, the customer's issues were resolved. after powercycling modem, issues were resolved. Resolved customer's wifi connection Resolved customer's metwork connection resolved customers network connection Resolved customer's network connection Resolved customer's wifi connection
33435 33427 33411 33538 41184 41174 41257 41202 41077 40969 40969 40959 40939 40969 40939 40960 40983 40906 40826 40929 40713	12/1/16 12/1/16 12/1/16 12/1/16 1/31/17 1/31/17 1/31/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/29/17 1/28/17 1/28/17 1/27/17	12/1/16 Captions 12/6/16 Captions 12/16/16 Captions 12/10/16 Captions 12/10/16 Captions 12/10/16 Captions 1/31/17 Captions 1/31/17 Captions 1/31/17 Captions 1/30/17 Captions 2/7/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions 1/17 Captions 1/17 Captions 1/28/17 Captions 1/28/17 Captions 1/28/17 Captions 1/27/17 Captions 1/27/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After providing additional training to the customer, the customer's issues were resolved. Resolved customer's wifi connection Assisted customer in installing a wifi range extender. All functioning accordingly once done. Resolved customer's wifi connection resolved customer's network connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied resolved customer's network connection Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately. After providing additional training to the customer, no issue could be found. Everything was workin appropriately. After providing additional training to the customer, the customer's issues were resolved. Resolved customer's wifi connection Resolved customer's wifi connection resolved customer's network connection resolved customers network connection Resolved customer's wifi connection
33435 33427 33411 33538 41184 41174 41257 41202 41077 40969 40969 40959 40939 40969 40939 40960 40983 40906 40826 40929 40713	12/1/16 12/1/16 12/1/16 12/1/16 1/31/17 1/31/17 1/31/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/29/17 1/28/17 1/28/17 1/27/17 1/27/17	12/1/16 Captions 12/6/16 Captions 12/6/16 Captions 12/20/16 Captions 12/20/16 Captions 12/21/16 Captions 1/31/17 Captions 1/31/17 Captions 1/31/17 Captions 1/30/17 Captions 2/2/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions 1/20/17 Captions 1/27/17 Captions 1/28/17 Captions 1/28/17 Captions 1/28/17 Captions 1/28/17 Captions 1/28/17 Captions 1/27/17 Captions 1/27/17 Captions 1/27/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After providing additional training to the customer, the customer's issues were resolved. Resolved customer's wifi connection Assisted customer in installing a wifi range extender. All functioning accordingly once done. Resolved customer's wifi connection resolved customer's network connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied resolved customer's network connection Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately. After providing additional training to the customer, no issue could be found. Everything was workin appropriately. After providing additional training to the customer, the customer's issues were resolved. Resolved customer's wifi connection Resolved customer's wifi connection resolved customer's network connection resolved customers network connection Resolved customer's wifi connection
33435 33427 33411 33538 41184 41174 41257 41007 40969 40962 40959 40939 41069 40983 40906 40826 40792 40713 40642	12/1/16 12/1/16 12/1/16 12/1/16 1/31/17 1/31/17 1/31/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/30/17 1/29/17 1/28/17 1/28/17 1/27/17	12/1/16 Captions 12/6/16 Captions 12/16/16 Captions 12/10/16 Captions 12/10/16 Captions 12/10/16 Captions 1/31/17 Captions 1/31/17 Captions 1/31/17 Captions 1/30/17 Captions 2/7/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions 1/30/17 Captions 1/17 Captions 1/17 Captions 1/28/17 Captions 1/28/17 Captions 1/28/17 Captions 1/27/17 Captions 1/27/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue After providing additional training to the customer, the customer's issues were resolved. Resolved customer's wifi connection Assisted customer in installing a wifi range extender. All functioning accordingly once done. Resolved customer's network connection resolved customer's network connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied resolved customer's network connection Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. After providing additional training to the customer, the customer's issues were resolved. after powercycling modem, issues were resolved. Resolved customer's wifi connection Resolved customer's wifi connection resolved customers network connection resolved customers network connection Resolved customers network connection Resolved customer's wifi connection Resolved customer's wifi connection Assisted customer's wifi connection Assisted customer's in reestablishing wifi connection. Resolved all issues. after trouble shooting the issue with the customer, no issue could be found. Everything was working after trouble shooting the issue with the customer, no issue could be found. Everything was working after trouble shooting the issue with the customer, no issue could be found. Everything was working after trouble shooting the issue with the customer, no issue could be found. Everything was working after trouble shooting the issue with the customer, no issue could be found. Everything was working after trouble shooting the issue with the customer, no issue could be found. Everyt

40632	1/27/17	1/30/17 Captions	Not working/starting	Customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they expience the issue again.
40632	1/27/17	1/27/17 Captions	Not working/starting	Resolved customer's wifi connection
40541	1/26/17	1/26/17 Captions	Not working/starting	Resolved customer's wifi connection
40341	1/20/17	1/20/17 Captions	NOT WOLKING/Starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working
40538	1/26/17	1/26/17 Captions	Not working/starting	appropriately.
40533	1/26/17	1/26/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
	1/26/17		Not working/starting	- · · · · · · · · · · · · · · · · · · ·
40516		1/26/17 Captions		Resolved customer's wifi connection
40509	1/26/17	1/26/17 Captions	Not working/starting	Resolved customer's wifi connection
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
40491	1/26/17	1/26/17 Captions	Not working/starting	appropriately.
40469	1/26/17	1/26/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
40443	1/26/17	1/26/17 Captions	Not working/starting	Resolved customer's wifi connection
40397	1/26/17	1/26/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
				ISP network outage resulted in connectivity issues. Once ISP issue was resolved, everything worked
40425	1/26/17	1/27/17 Captions	Not working/starting	accordingly.
				customer unresponsive for further assistance. Will provide additional trouble shooting tips to custome
40395	1/26/17	2/3/17 Captions	Not working/starting	if they expience the issue again.
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
40173	1/24/17	1/26/17 Captions	Not working/starting	appropriately.
40092	1/24/17	1/24/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
10032	1,2.,1,	1/2 i/ 17 captions	rtot Working/ Starting	Customer unresponsive for further assistance. Will provide additional trouble shooting tips to
40076	1/24/17	1/30/17 Captions	Not working/starting	customer if they expience the issue again.
40090	1/24/17	2/3/17 Captions	Not working/starting	after powercycling the phone, issues were resolved.
40045	1/23/17	1/23/17 Captions	Not working/starting	resolved customer's ethernet connection
	4	4 /00 /c= -		after trouble shooting the issue with the customer, no issue could be found. Everything was working
40044	1/23/17	1/23/17 Captions	Not working/starting	appropriately.
40022	1/23/17	1/23/17 Captions	Not working/starting	Resolved customer's wifi connection
39997	1/23/17	1/23/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working a
39967	1/23/17	1/23/17 Captions	Not working/starting	after powercycling the phone, issues were resolved.
39910	1/23/17	1/23/17 Captions	Not working/starting	Customer unresponsive for further assistance. Will provide additional trouble shooting tips to custom
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
39708	1/20/17	1/20/17 Captions	Not working/starting	appropriately.
39654	1/20/17	1/22/17 Captions	Not working/starting	Assited the customer in updating their account. All issues were resolved.
39638	1/19/17	1/20/17 Captions	Not working/starting	resolved customer's network connection
55050	2/25/27	1/20/17 captions	riot working, starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working
39569	1/19/17	1/10/17 Captions	Not working/starting	appropriately.
39309	1/15/17	1/19/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working
20544	4/40/47	4/00/47 0 **		
39511	1/19/17	1/20/17 Captions	Not working/starting	appropriately.
39531	1/19/17	2/7/17 Captions	Not working/starting	customer needed assistance reestablishing wifi connection.
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
39484	1/18/17	1/18/17 Captions	Not working/starting	appropriately.
39363	1/18/17	1/18/17 Captions	Not working/starting	Provided trouble shooting tips to the customer. There has been no further dialogue with the custome
39340	1/18/17	2/1/17 Captions	Not working/starting	after trouble shooting with the customer, issues are resolved.
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
39315	1/17/17	1/17/17 Captions	Not working/starting	appropriately.
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
39283	1/17/17	1/17/17 Captions	Not working/starting	appropriately.
39227	1/17/17	1/17/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
39224	1/17/17	1/17/17 Captions	Not working/starting	resolved customers network connection
	_,,	-,,		after trouble shooting the issue with the customer, no issue could be found. Everything was working
39119	1/16/17	1/20/17 Captions	Not working/starting	appropriately.
39096	1/16/17	1/17/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
20072				
39072	1/16/17	1/18/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
39011	1/16/17	1/16/17 Captions	Not working/starting	after resetting phone, all issues were resolved.
38959	1/14/17	1/14/17 Captions	Not working/starting	Resolved customer's wifi connection
38947	1/14/17	3/6/17 Captions	Not working/starting	ISP replaced customer's equipment. Once done, all issues were resolved.
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
38892	1/13/17	1/13/17 Captions	Not working/starting	appropriately.
38873	1/13/17	1/13/17 Captions	Not working/starting	Resolved customer's wifi connection
38769	1/12/17	1/12/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
38744	1/12/17	1/12/17 Captions	Not working/starting	Resolved customer's wifi connection
			-	customer unresponsive for further assistance. Will provide additional trouble shooting tips to custome
38657	1/12/17	1/24/17 Captions	Not working/starting	if they expience the issue again.
38573	1/11/17	1/21/17 Captions	Not working/starting	resolved customer's network connection
38567	1/11/17	1/11/17 Captions	Not working/starting	Resolved customer's wifi connection
			Not working/starting Not working/starting	Provided customer's will connection Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
38553	1/11/17	1/11/17 Captions		
38512	1/11/17	1/17/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
38520	1/11/17	1/12/17 Captions	Not working/starting	resolved customer's network connection
38468	1/11/17	1/11/17 Captions	Not working/starting	resolved customer's network connection
38430	1/10/17	1/11/17 Captions	Not working/starting	Resolved customer's wifi connection
38243	1/9/17	1/10/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
38146	1/9/17	1/9/17 Captions	Not working/starting	Resolved customer's wifi connection
38080	1/8/17	1/8/17 Captions	Not working/starting	Resolved customer's wifi connection
38078	1/8/17	1/8/17 Captions	Not working/starting	Resolved customer's wifi connection
	1/7/17	1/17/17 Captions	Not working/starting	after reestablishing internet connection, service was restored
38058	1/7/17	3/16/17 Captions	Not working/starting	resolved customer's network connection
38058 38046	1///1/	1/5/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
38046	1/5/17		INOL WOLKING/SLAFLING	Arter a duble shooting the issue with the customer, no issue could be found. Customer was satisfied
38046 37892	1/5/17		Net weller of the	Had an about a section and African and Afr
38046	1/5/17 1/5/17	1/5/17 Captions	Not working/starting	Had customer re-seat phone cord. After restarting phone, everything worked accordingly
38046 37892 37825	1/5/17	1/5/17 Captions		Customer unresponsive for further assistance. Will provide additional trouble shooting tips to
38046 37892 37825 37810	1/5/17 1/5/17	1/5/17 Captions 2/23/17 Captions	Not working/starting	Customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer if they expience the issue again.
38046 37892 37825	1/5/17	1/5/17 Captions		Customer unresponsive for further assistance. Will provide additional trouble shooting tips to

37715	1/4/17	1/4/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
				Customer unresponsive for further assistance. Will provide additional trouble shooting tips to
37703	1/4/17	1/23/17 Captions	Not working/starting	customer if they expience the issue again.
37698	1/4/17	1/4/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
37684	1/4/17	1/4/17 Captions	Not working/starting	customer needed assistance reestablishing wifi connection.
37713	1/4/17	1/11/17 Captions	Not working/starting	After resetting the modem, issues were resolved.
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
37588	1/3/17	1/3/17 Captions	Not working/starting	appropriately.
37537	1/3/17	1/3/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
37505	1/3/17	1/3/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
37501	1/3/17	1/3/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
37499	1/3/17	1/3/17 Captions	Not working/starting	customer needed assistance reestablishing wifi connection.
37498	1/3/17	1/14/17 Captions	Not working/starting	customer needed assistance reestablishing wifi connection.
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
45319	2/28/17	2/28/17 Captions	Not working/starting	appropriately.
45283	2/28/17	2/28/17 Captions	Not working/starting	after rebooting the phone and performing software update, all issues were resolved.
45258	2/28/17	2/28/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
45180	2/28/17	2/28/17 Captions	Not working/starting	Resolved customer's wifi connection
				powercycled the phone and reran connection wizard. All issues were resolved and customer was
45168	2/28/17	2/28/17 Captions	Not working/starting	satisfied
45324	2/28/17	3/9/17 Captions	Not working/starting	Phone was faulty, requiring a replacement be sent
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
45170	2/28/17	3/8/17 Captions	Not working/starting	appropriately.
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
45156	2/27/17	2/27/17 Captions	Not working/starting	appropriately.
45140	2/27/17	3/21/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved.
45136	2/27/17	2/27/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
45037	2/27/17	2/27/17 Captions	Not working/starting	resolved customer's network connection
44995	2/27/17	2/27/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
				Customer unresponsive for further assistance. Will provide additional trouble shooting tips to
45035	2/27/17	4/11/17 Captions	Not working/starting	customer if they expience the issue again.
45014	2/27/17	3/14/17 Captions	Not working/starting	Phone is now working after service visit from ISP.
44979	2/26/17	2/26/17 Captions	Not working/starting	Resolved customer's wifi connection
44961	2/26/17	3/21/17 Captions	Not working/starting	IT POC unresponsive, will provide additional support when customer or POC reaches back
44933	2/25/17	2/25/17 Captions	Not working/starting	Resolved customer's wifi connection
44915	2/25/17	2/27/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
44912	2/25/17	2/25/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
44830	2/25/17	2/25/17 Captions	Not working/starting	resolved customers network connection
44829	2/25/17	2/25/17 Captions	Not working/starting	resolved customers network connection
44825	2/25/17	2/25/17 Captions	Not working/starting	resolved customers network connection
44818	2/25/17	2/25/17 Captions	Not working/starting	after powercycling the phone, issues were resolved.
44690	2/24/17	2/24/17 Captions	Not working/starting	after restarting the phone, all issues resolved.
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
44669	2/23/17	2/23/17 Captions	Not working/starting	appropriately.
44543	2/23/17	3/13/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
				Customer unresponsive for further assistance. Will provide additional trouble shooting tips to
44648	2/23/17	3/30/17 Captions	Not working/starting	customer if they expience the issue again.
				DSL issues from ISP resulted in connectivity issues. Upon ISP fixing the issue, phone was working
44565	2/23/17	3/23/17 Captions	Not working/starting	accordingly. Customer was satisified
44370	2/22/17	2/22/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
44349	2/22/17	2/23/17 Captions	Not working/starting	Resolved customer's wifi connection
				Customer unresponsive for further assistance. Will provide additional trouble shooting tips to
44321	2/22/17	3/2/17 Captions	Not working/starting	customer if they expience the issue again.
44263	2/21/17	2/21/17 Captions	Not working/starting	Resolved customer's wifi connection
44256	2/21/17	2/21/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
44234	2/21/17	2/21/17 Captions	Not working/starting	Resolved customer's wifi connection
		- / /:- :		after trouble shooting the issue with the customer, no issue could be found. Everything was working
44186	2/21/17	2/22/17 Captions	Not working/starting	appropriately.
44183	2/21/17	2/21/17 Captions	Not working/starting	after powercycling the phone and poerforming software update, all issues were resolved.
44124	2/21/17	3/6/17 Captions	Not working/starting	Resolved customer's wifi connection
_	2 /2 2 /	2/20/:= -		after trouble shooting the issue with the customer, no issue could be found. Everything was working
44087	2/20/17	2/20/17 Captions	Not working/starting	appropriately.
	24-24	0.404:= -		after trouble shooting the issue with the customer, no issue could be found. Everything was working
43970	2/19/17	2/19/17 Captions	Not working/starting	appropriately.
43988	2/19/17	2/20/17 Captions	Not working/starting	resolved customer's network connection
43928	2/18/17	3/19/17 Captions	Not working/starting	performed factory reset, all issues resolved.
43838	2/17/17	3/13/17 Captions	Not working/starting	resolved customer's ethernet connection
	0/4-1:-	0/40/47		after trouble shooting the issue with the customer, no issue could be found. Everything was working
43759	2/17/17	2/18/17 Captions	Not working/starting	appropriately.
43738	2/17/17	2/17/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
43874	2/17/17	2/19/17 Captions	Not working/starting	Customer didn't want to pay for internet anymore. Phone needs interent connection to work.
43882	2/17/17	2/22/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved.
43782	2/17/17	3/4/17 Captions	Not working/starting	Resolved customer's wifi connection
43692	2/16/17	2/16/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
43659	2/16/17	2/16/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved.
43632	2/16/17	2/16/17 Captions	Not working/starting	Customer unhappy captions didn't start as quickly as hoping.
43553	2/16/17	2/16/17 Captions	Not working/starting	Resolved customer's wifi connection
43650	2/16/17	2/22/17 Captions	Not working/starting	Resolved customer's wifi connection
43515	2/15/17	2/15/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
43393	2/15/17	3/1/17 Captions	Not working/starting	replaced phone cord, all issues resolved.
43319	2/14/17	2/14/17 Captions	Not working/starting	resolved customer's network connection
43320	2/14/17	3/5/17 Captions	Not working/starting	Customer unhappy captions didn't start as quickly as hoping.
43202	2/14/17 2/14/17	2/14/17 Captions	Not working/starting	after powercycling modem, issues were resolved.
43250		3/21/17 Captions	Not working/starting	after performing software update, all issues were resolved.

42255	2/44/47	E/3/17 Cartier	Not working /starting	Customer unresponsive for further assistance. Will provide additional trouble shooting tips to
43355	2/14/17	5/2/17 Captions	Not working/starting	customer if they expience the issue again. after trouble shooting the issue with the customer, no issue could be found. Everything was working
43080	2/13/17	2/13/17 Captions	Not working/starting	appropriately.
43066	2/13/17	3/29/17 Captions	Not working/starting	unable to contact customer to provide Technical Support. There has been no further dialogue with thi
43129	2/13/17	2/17/17 Captions	Not working/starting	Resolved customer's wifi connection
42951	2/13/17	2/14/17 Captions	Not working/starting	resolved customers network connection after trouble shooting the issue with the customer, no issue could be found. Everything was working
42958	2/13/17	3/11/17 Captions	Not working/starting	appropriately.
42915	2/12/17	2/12/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
42930	2/12/17	3/23/17 Captions	Not working/starting	resolved customer's network connection
42808	2/10/17	2/28/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was working
42803	2/10/17	2/10/17 Captions	Not working/starting	appropriately. after trouble shooting the issue with the customer, no issue could be found. Everything was working
42763	2/10/17	2/10/17 Captions	Not working/starting	appropriately.
42736	2/10/17	2/10/17 Captions	Not working/starting	Resolved customer's wifi connection
42709	2/10/17	2/10/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
42674	2/10/17	2/10/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
42729	2/10/17	3/2/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved.
42616	2/9/17	2/9/17 Captions	Not working/starting	resolved customer's ethernet connection
42558	2/9/17	2/9/17 Captions	Not working/starting	customer needed DSL filters installed in lines. Resolved the issue.
42552	2/9/17	2/17/17 Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to custome if they expience the issue again.
			<u> </u>	after trouble shooting the issue with the customer, no issue could be found. Everything was working
42546	2/9/17	2/9/17 Captions	Not working/starting	appropriately.
42502	2/9/17	2/28/17 Captions	Not working/starting	Resolved customer's wifi connection
42423	2/8/17	2/8/17 Captions	Not working/starting	Resolved customer's wifi connection
42378	2/8/17	2/8/17 Captions	Not working/starting	Resolved customer's wifi connection
42289	2/8/17	2/8/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
			<u> </u>	customer unresponsive for further assistance. Will provide additional trouble shooting tips to custome
42479	2/8/17	2/17/17 Captions	Not working/starting	if they expience the issue again.
42466	2/8/17	2/16/17 Captions	Not working/starting	after troubleshooting customer's home wifi, issues were resolved.
42244	2/7/17	2/7/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
42106	2/7/17	2/7/17 Captions	Not working/starting	Resolved customer's wifi connection customer wifi down and doesn't know wifi password. Advised them to contact their ISP and if they are
42266	2/7/17	2/9/17 Captions	Not working/starting	still experiencing issues, to let us know.
41973	2/6/17	2/6/17 Captions	Not working/starting	resolved customer's network connection
41373	2/0/1/	2/0/17 captions	140c working/ starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working
41942	2/6/17	2/6/17 Captions	Not working/starting	appropriately.
41926	2/6/17	2/6/17 Captions	Not working/starting	Resolved customer's wifi connection
41905	2/5/17	2/5/17 Captions		Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
			Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working
41883	2/5/17	2/6/17 Captions	Not working/starting	appropriately.
41810	2/3/17	2/3/17 Captions	Not working/starting	resolved customers network connection
44740	2/2/47	5/0/47 0 .:		after trouble shooting the issue with the customer, no issue could be found. Everything was working
41710	2/3/17	5/2/17 Captions	Not working/starting	appropriately.
41636	2/2/17	2/6/17 Captions	Not working/starting	resolved customer's network connection
41624	2/2/17	2/2/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
41601	2/2/17	2/2/17 Captions	Not working/starting	Resolved customer's wifi connection
41565	2/2/17	2/3/17 Captions	Not working/starting	Resolved customer's wifi connection
41602	2/2/17	4/12/17 Captions	Not working/starting	firewall issues resulted in technician visit, upon visit, all issues were resolved
41562	2/2/17	2/3/17 Captions	Not working/starting	Resolved customer's wifi connection
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
41555	2/2/17	2/3/17 Captions	Not working/starting	appropriately.
41469	2/1/17	2/1/17 Captions	Not working/starting	Resolved customer's wifi connection
41458	2/1/17	2/2/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
41442	2/1/17	2/1/17 Captions	Not working/starting	appropriately.
41423	2/1/17	2/1/17 Captions	Not working/starting	Resolved customer's wifi connection
41405	2/1/17	2/1/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
41494	2/1/17	2/18/17 Captions	Not working/starting	Sent technician to home for onsite training with the customer. Customer's issues have been resolved.
50176	3/31/17	4/3/17 Captions	Not working/starting	Assisted customer in installing a wifi range extender. All functioning accordingly once done.
50078	3/31/17	4/1/17 Captions	Not working/starting	Provided additional training to the customer. Phone was working accordingly
50211	3/31/17	4/6/17 Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to custome if they expience the issue again.
F0000	2/24/47	A/15/47 C ::	Not work - /	customer unresponsive for further assistance. Will provide additional trouble shooting tips to custome
50068	3/31/17	4/15/17 Captions	Not working/starting	if they expience the issue again.
50018	3/30/17	4/19/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied customer unresponsive for further assistance. Will provide additional trouble shooting tips to custome
49644	3/29/17	3/30/17 Captions	Not working/starting	if they expience the issue again.
49837	3/29/17	4/24/17 Captions	Not working/starting	resolved customer's network connection
49578	3/28/17	4/4/17 Captions	Not working/starting	Resolved customer's wifi connection
49574	3/28/17	5/31/17 Captions	Not working/starting	resolved customer's network connection
49310	3/27/17	3/28/17 Captions	Not working/starting	Customer upset captions weren't available during an outage.
	3/27/17	3/29/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
49300	.,,=.	, .,		Customer experienced lack of service during network outage. Explained this to the customer who was
49300				
49297	3/27/17	3/28/17 Captions	Not working/starting	satisfied.
49297 49294	3/27/17	3/28/17 Captions	Not working/starting	customer's service was impacted by outage. Service restored and phone working accordingly
49297 49294 49292	3/27/17 3/27/17	3/28/17 Captions 3/27/17 Captions	Not working/starting Not working/starting	customer's service was impacted by outage. Service restored and phone working accordingly resolved customer's network connection
49297 49294	3/27/17	3/28/17 Captions	Not working/starting	customer's service was impacted by outage. Service restored and phone working accordingly

40074	2/25/17	3/25/17 Continue	Not working (starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working
49074 49054	3/25/17 3/24/17	3/25/17 Captions 5/13/17 Captions	Not working/starting Not working/starting	appropriately. Customer needed to contact ISP for support. Will follow-up if issues still exist afterwards
49050	3/24/17	3/24/17 Captions	Not working/starting	Resolved customer's wifi connection
49048	3/24/17	3/24/17 Captions	Not working/starting	Resolved customer's wifi connection
43040	3/24/17	5/24/17 Captions	Not working/ starting	after trouble shooting the issue with the customer, no issue could be found. Everything was workin
48989	3/24/17	3/24/17 Captions	Not working/starting	appropriately.
			<u> </u>	after trouble shooting the issue with the customer, no issue could be found. Everything was workin
48938	3/24/17	3/24/17 Captions	Not working/starting	appropriately.
48926	3/24/17	5/16/17 Captions	Not working/starting	IP POC unresponsive. This is an assisted residence. Left VM with IP POC.
48829	3/23/17	5/10/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
48687	3/23/17	3/23/17 Captions	Not working/starting	appropriately.
48709	3/23/17	5/13/17 Captions	Not working/starting	IT POC unresponsive, will provide additional support when customer or POC reaches back
48589	3/22/17	3/22/17 Captions	Not working/starting	Resolved customer's wifi connection
				Customer using community wifi, which has a very low signal strenght. Customer's son was going to
48572	3/22/17	3/24/17 Captions	Not working/starting	help them get better internet access
48472	3/22/17	3/30/17 Captions	Not working/starting	Provided IT with firewall settings. All resolved
				Customer refused support at this time and will call back when they are ready if further assistance is
48456	3/22/17	4/1/17 Captions	Not working/starting	needed.
48436	3/22/17	5/1/17 Captions	Not working/starting	after restarting the phone, and performing a software update, all issues resolved.
48414	3/22/17	3/28/17 Captions	Not working/starting	Customer's modem died. Upon ISP installing new unit, all issues resolved.
48631	3/22/17	4/21/17 Captions	Not working/starting	No trouble could be found and customer was satisfied eveyrthing was working fine.
40504	2/22/47	2/22/47 6 .:		Worked with customer's iSP to resolve issues at the router/modem. Once resolved, phone was wo
48521	3/22/17	3/22/17 Captions	Not working/starting	accordingly
48500	3/22/17	3/23/17 Captions	Not working/starting	after rebooting router, all issues resolved.
48556	3/22/17	3/30/17 Captions	Not working/starting	after rebooting router, all issues resolved.
19110	3/22/17	3/24/17 Cantinua	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer the issue again.
48419 48381	3/22/17	3/24/17 Captions 3/21/17 Captions	Not working/starting Not working/starting	if they expience the issue again. Customer unhappy captions didn't start as quickly as hoping.
40301	3/21/17	3/21/17 Captions	NOT WORKING/STARTING	after trouble shooting the issue with the customer, no issue could be found. Everything was working
48366	3/21/17	3/21/17 Captions	Not working/starting	appropriately.
48300	3/21/17	3/21/17 Captions	NOT WOLKING/Starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working
48365	3/21/17	3/21/17 Captions	Not working/starting	appropriately.
48286	3/21/17	3/21/17 Captions	Not working/starting	Customer issue with initial install. After reinstalling, all issues were resolved.
10200	5,21,1,	5/22/27 Captions	riot working, starting	Worked with customer's ISP to resolve issues at the router/modem. Once resolved, phone was wo
48203	3/21/17	3/28/17 Captions	Not working/starting	accordingly
		., ., ., .,	3,	after trouble shooting the issue with the customer, no issue could be found. Everything was working
48159	3/20/17	3/20/17 Captions	Not working/starting	appropriately.
48048	3/20/17	3/20/17 Captions	Not working/starting	Resolved customer's wifi connection
			<u> </u>	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer unresponsive for further assistance.
48006	3/20/17	4/11/17 Captions	Not working/starting	if they expience the issue again.
48099	3/20/17	5/13/17 Captions	Not working/starting	Customer was not satisfied with the speed of the captioning.
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
47945	3/19/17	3/19/17 Captions	Not working/starting	appropriately.
				Customer's phone was a long distance from their wifi router, recommend the customer install a ran
47922	3/18/17	3/18/17 Captions	Not working/starting	extender to help maintain network connection.
47903	3/18/17	3/18/17 Captions	Not working/starting	resolved customer's ethernet connection
47898	3/18/17	3/18/17 Captions	Not working/starting	resolved customer's ethernet connection
47863	3/18/17	3/18/17 Captions	Not working/starting	Resolved customer's wifi connection
47000	2/42/47	2/24/47 0 .:		
47900	3/18/17	3/21/17 Captions	Not working/starting	Provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
47024	2/17/17	2/10/17 C	National description	after trouble shooting the issue with the customer, no issue could be found. Everything was working
47834	3/17/17	3/18/17 Captions	Not working/starting	appropriately.
47020	2/17/17	2/17/17 Cantiana	Not working /stouting	after trouble shooting the issue with the customer, no issue could be found. Everything was working
47828	3/17/17	3/17/17 Captions	Not working/starting	appropriately. resolved customer's network connection
47808 47805	3/17/17 3/17/17	3/21/17 Captions 3/17/17 Captions	Not working/starting Not working/starting	resolved customer's network connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfie
47003	3/11/11	3/11/11 Captions	NOT MOLKINS/ STALTINE	after trouble shooting the issue with the customer, no issue could be found. Customer was satisfied after trouble shooting the issue with the customer, no issue could be found. Everything was working the issue with the customer, and issue could be found.
47803	3/17/17	3/17/17 Captions	Not working/starting	appropriately.
47788	3/17/17	3/17/17 Captions 3/17/17 Captions	Not working/starting Not working/starting	resolved customer's network connection
	3/17/17	3/17/17 Captions 3/17/17 Captions	Not working/starting Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issu
		3/17/17 Captions 3/17/17 Captions	Not working/starting Not working/starting	Resolved customer's wifi connection
47732 47678	3/17/17	JI TI CUPLIONS		Resolved customer's wifi connection
47678	3/17/17	3/16/17 Cantions	Not working/starting	
47678 47611	3/16/17	3/16/17 Captions	Not working/starting	
47678 47611 47574	3/16/17 3/16/17	3/17/17 Captions	Not working/starting	after powercycling modem, issues were resolved.
47678 47611 47574 47562	3/16/17 3/16/17 3/16/17	3/17/17 Captions 3/16/17 Captions	Not working/starting Not working/starting	after powercycling modem, issues were resolved. After trouble shooting the issue with the customer, no issue could be found. Customer was satisfie
47678 47611 47574 47562 47553	3/16/17 3/16/17 3/16/17 3/16/17	3/17/17 Captions 3/16/17 Captions 3/17/17 Captions	Not working/starting Not working/starting Not working/starting	after powercycling modem, issues were resolved. After trouble shooting the issue with the customer, no issue could be found. Customer was satisfie Provided customer toubleshooting tips. Customer was satisfied and there has been no further issu
47678 47611 47574 47562 47553 47544	3/16/17 3/16/17 3/16/17 3/16/17 3/16/17	3/17/17 Captions 3/16/17 Captions 3/17/17 Captions 3/17/17 Captions	Not working/starting Not working/starting Not working/starting Not working/starting	after powercycling modem, issues were resolved. After trouble shooting the issue with the customer, no issue could be found. Customer was satisfie Provided customer toubleshooting tips. Customer was satisfied and there has been no further issu ISP issue resulted in captions not working. Once ISP issue resolved, everything worked accordingly
47678 47611 47574 47562 47553	3/16/17 3/16/17 3/16/17 3/16/17	3/17/17 Captions 3/16/17 Captions 3/17/17 Captions	Not working/starting Not working/starting Not working/starting	after powercycling modem, issues were resolved. After trouble shooting the issue with the customer, no issue could be found. Customer was satisfie Provided customer toubleshooting tips. Customer was satisfied and there has been no further issu ISP issue resulted in captions not working. Once ISP issue resolved, everything worked accordingly, after trouble shooting the issue with the customer, no issue could be found. Everything was working.
47678 47611 47574 47562 47553 47544	3/16/17 3/16/17 3/16/17 3/16/17 3/16/17 3/16/17	3/17/17 Captions 3/16/17 Captions 3/17/17 Captions 3/17/17 Captions	Not working/starting Not working/starting Not working/starting Not working/starting Not working/starting	after powercycling modem, issues were resolved. After trouble shooting the issue with the customer, no issue could be found. Customer was satisfie Provided customer toubleshooting tips. Customer was satisfied and there has been no further issu ISP issue resulted in captions not working. Once ISP issue resolved, everything worked accordingly, after trouble shooting the issue with the customer, no issue could be found. Everything was working.
47678 47611 47574 47562 47553 47544 47533	3/16/17 3/16/17 3/16/17 3/16/17 3/16/17	3/17/17 Captions 3/16/17 Captions 3/17/17 Captions 3/17/17 Captions 3/20/17 Captions	Not working/starting Not working/starting Not working/starting Not working/starting	after powercycling modem, issues were resolved. After trouble shooting the issue with the customer, no issue could be found. Customer was satisfie Provided customer toubleshooting tips. Customer was satisfied and there has been no further issu ISP issue resulted in captions not working. Once ISP issue resolved, everything worked accordingly after trouble shooting the issue with the customer, no issue could be found. Everything was working customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer unresponsive for further assistance.
47678 47611 47574 47562 47553 47544 47533	3/16/17 3/16/17 3/16/17 3/16/17 3/16/17 3/16/17	3/17/17 Captions 3/16/17 Captions 3/17/17 Captions 3/17/17 Captions 3/20/17 Captions	Not working/starting Not working/starting Not working/starting Not working/starting Not working/starting	after powercycling modem, issues were resolved. After trouble shooting the issue with the customer, no issue could be found. Customer was satisfie Provided customer toubleshooting tips. Customer was satisfied and there has been no further issu ISP issue resulted in captions not working. Once ISP issue resolved, everything worked accordingly after trouble shooting the issue with the customer, no issue could be found. Everything was working customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer unresponsive for further assistance.
47678 47611 47574 47562 47553 47544 47533 47578	3/16/17 3/16/17 3/16/17 3/16/17 3/16/17 3/16/17 3/16/17	3/17/17 Captions 3/16/17 Captions 3/17/17 Captions 3/17/17 Captions 3/20/17 Captions 3/24/17 Captions	Not working/starting Not working/starting Not working/starting Not working/starting Not working/starting Not working/starting	after powercycling modem, issues were resolved. After trouble shooting the issue with the customer, no issue could be found. Customer was satisfie Provided customer toubleshooting tips. Customer was satisfied and there has been no further issu ISP issue resulted in captions not working. Once ISP issue resolved, everything worked accordingly after trouble shooting the issue with the customer, no issue could be found. Everything was working customer unresponsive for further assistance. Will provide additional trouble shooting tips to cust if they expience the issue again. after trouble shooting the issue with the customer, no issue could be found. Everything was working the issue with the customer, no issue could be found.
47678 47611 47574 47562 47553 47544 47533 47578	3/16/17 3/16/17 3/16/17 3/16/17 3/16/17 3/16/17 3/16/17 3/16/17	3/17/17 Captions 3/16/17 Captions 3/17/17 Captions 3/17/17 Captions 3/20/17 Captions 3/24/17 Captions 3/24/17 Captions	Not working/starting	after powercycling modem, issues were resolved. After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied Provided customer toubleshooting tips. Customer was satisfied and there has been no further issu ISP issue resulted in captions not working. Once ISP issue resolved, everything worked accordingly after trouble shooting the issue with the customer, no issue could be found. Everything was working customer unresponsive for further assistance. Will provide additional trouble shooting tips to cust if they expience the issue again. after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
47678 47611 47574 47562 47553 47544 47533 47578 47484 47414	3/16/17 3/16/17 3/16/17 3/16/17 3/16/17 3/16/17 3/16/17 3/16/17 3/16/17	3/17/17 Captions 3/16/17 Captions 3/17/17 Captions 3/17/17 Captions 3/20/17 Captions 3/24/17 Captions 3/24/17 Captions 3/24/17 Captions 3/15/17 Captions	Not working/starting	after powercycling modem, issues were resolved. After trouble shooting the issue with the customer, no issue could be found. Customer was satisfie Provided customer toubleshooting tips. Customer was satisfied and there has been no further issu ISP issue resulted in captions not working. Once ISP issue resolved, everything worked accordingly after trouble shooting the issue with the customer, no issue could be found. Everything was worki customer unresponsive for further assistance. Will provide additional trouble shooting tips to cust if they expience the issue again. after trouble shooting the issue with the customer, no issue could be found. Everything was worki appropriately. Resolved customer's wifi connection resolved customer's network connection
47678 47611 47574 47562 47553 47544 47533 47578 47484 47414 47380	3/16/17 3/16/17 3/16/17 3/16/17 3/16/17 3/16/17 3/16/17 3/16/17 3/16/17 3/15/17	3/17/17 Captions 3/16/17 Captions 3/17/17 Captions 3/17/17 Captions 3/20/17 Captions 3/24/17 Captions 3/24/17 Captions 3/25/17 Captions 3/25/17 Captions	Not working/starting	after powercycling modem, issues were resolved. After trouble shooting the issue with the customer, no issue could be found. Customer was satisfie Provided customer toubleshooting tips. Customer was satisfied and there has been no further issu ISP issue resulted in captions not working. Once ISP issue resolved, everything worked accordingly after trouble shooting the issue with the customer, no issue could be found. Everything was working customer unresponsive for further assistance. Will provide additional trouble shooting tips to cust if they expience the issue again. after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. Resolved customer's wifi connection resolved customer's network connection
47678 47611 47574 47562 47553 47544 47533 47578 47484 47414 47380 47323	3/16/17 3/16/17 3/16/17 3/16/17 3/16/17 3/16/17 3/16/17 3/16/17 3/15/17 3/15/17 3/15/17	3/17/17 Captions 3/16/17 Captions 3/17/17 Captions 3/17/17 Captions 3/20/17 Captions 3/24/17 Captions 3/24/17 Captions 3/15/17 Captions 3/21/17 Captions 5/9/17 Captions	Not working/starting	after powercycling modem, issues were resolved. After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied Provided customer toubleshooting tips. Customer was satisfied and there has been no further issu ISP issue resulted in captions not working. Once ISP issue resolved, everything worked accordingly after trouble shooting the issue with the customer, no issue could be found. Everything was working customer unresponsive for further assistance. Will provide additional trouble shooting tips to cust if they expience the issue again. after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. Resolved customer's wifi connection resolved customer's network connection Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue resolved customer's network connection
47678 47611 47574 47562 47553 47544 47533 47578 47484 47414 47380 47323 47284	3/16/17 3/16/17 3/16/17 3/16/17 3/16/17 3/16/17 3/16/17 3/16/17 3/15/17 3/15/17 3/15/17 3/15/17	3/17/17 Captions 3/16/17 Captions 3/17/17 Captions 3/17/17 Captions 3/20/17 Captions 3/20/17 Captions 3/24/17 Captions 3/15/17 Captions 3/15/17 Captions 5/9/17 Captions 3/27/17 Captions	Not working/starting	after powercycling modem, issues were resolved. After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied Provided customer toubleshooting tips. Customer was satisfied and there has been no further issu ISP issue resulted in captions not working. Once ISP issue resolved, everything worked accordingly after trouble shooting the issue with the customer, no issue could be found. Everything was working customer unresponsive for further assistance. Will provide additional trouble shooting tips to cust if they expience the issue again. after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. Resolved customer's wifi connection resolved customer's network connection Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue resolved customer toubleshooting tips. Customer was satisfied and there has been no further issue the content of the provided customer toubleshooting tips. Customer was satisfied and there has been no further issue the customer toubleshooting tips. Customer was satisfied and there has been no further issue the customer toubleshooting tips. Customer was satisfied and there has been no further issue the customer toubleshooting tips. Customer was satisfied and there has been no further issue the customer toubleshooting tips. Customer was satisfied and there has been no further issue the customer toubleshooting tips. Customer was satisfied and there has been no further issue the customer toubleshooting tips. Customer was satisfied and there has been no further issue the customer toubleshooting tips.
47678 47611 47574 47562 47553 47544 47533 47578 47484 47414 47380 47323 47284	3/16/17 3/16/17 3/16/17 3/16/17 3/16/17 3/16/17 3/16/17 3/16/17 3/15/17 3/15/17 3/15/17 3/15/17	3/17/17 Captions 3/16/17 Captions 3/17/17 Captions 3/17/17 Captions 3/20/17 Captions 3/20/17 Captions 3/24/17 Captions 3/15/17 Captions 3/15/17 Captions 5/9/17 Captions 3/27/17 Captions	Not working/starting	after powercycling modem, issues were resolved. After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied Provided customer toubleshooting tips. Customer was satisfied and there has been no further issu ISP issue resulted in captions not working. Once ISP issue resolved, everything worked accordingly after trouble shooting the issue with the customer, no issue could be found. Everything was working customer unresponsive for further assistance. Will provide additional trouble shooting tips to cust if they expience the issue again. after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. Resolved customer's wifi connection resolved customer's network connection Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue resolved customer toubleshooting tips. Customer was satisfied and there has been no further issue the content of the provided customer toubleshooting tips. Customer was satisfied and there has been no further issue the customer toubleshooting tips. Customer was satisfied and there has been no further issue the customer toubleshooting tips. Customer was satisfied and there has been no further issue the customer toubleshooting tips. Customer was satisfied and there has been no further issue the customer toubleshooting tips. Customer was satisfied and there has been no further issue the customer toubleshooting tips. Customer was satisfied and there has been no further issue the customer toubleshooting tips. Customer was satisfied and there has been no further issue the customer toubleshooting tips.
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				after trouble shooting the issue with the customer, no issue could be found. Everything was working
47091	3/14/17	4/5/17 Captions	Not working/starting	appropriately.
47191	3/14/17	3/14/17 Captions	Not working/starting	after trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied.
46989	3/13/17	3/13/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
46919	3/13/17	3/13/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
46894	3/13/17	3/13/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved.
46787	3/11/17	3/31/17 Captions	Not working/starting	Customer was changing ISPs, will call back once complete after trouble shooting the issue with the customer, no issue could be found. Everything was working
46737	3/10/17	3/10/17 Captions	Not working/starting	appropriately.
46714	3/10/17	3/10/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
46612	3/10/17	4/28/17 Captions	Not working/starting	Customer had new ISP installed, all issues now resolved.
46567	3/9/17	3/9/17 Captions	Not working/starting	after trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied.
46557	3/9/17	3/31/17 Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to custon if they expience the issue again.
46527	3/9/17	3/9/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
46518	3/9/17	3/9/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
46501	3/9/17	3/9/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
		•		after trouble shooting the issue with the customer, no issue could be found. Everything was working
46298	3/8/17	3/13/17 Captions	Not working/starting	appropriately.
46293	3/8/17	3/8/17 Captions	Not working/starting	Customer had ISP issues, once resolved the phone was working accordingly
46377	3/8/17	5/1/17 Captions	Not working/starting	phone was faulty, requiring a replacement be sent after trouble shooting the issue with the customer, no issue could be found. Everything was working
46172	3/7/17	3/7/17 Captions	Not working/starting	appropriately.
46138	3/7/17	3/7/17 Captions	Not working/starting	Resolved customer's wifi connection
46100	3/7/17	3/7/17 Captions	Not working/starting	Resolved customer's wifi connection
46056	3/6/17	3/6/17 Captions	Not working/starting	Resolved customer's wifi connection
45948	3/6/17	3/20/17 Captions	Not working/starting	Resolved customer's wifi connection
133.10	5/5/1/	5/25/17 Captions	not working/starting	Customer had issues during the install of a replacement phone. Upon correct install process,
46073	3/6/17	3/6/17 Captions	Not working/starting	everything worked accordingly. customer unresponsive for further assistance. Will provide additional trouble shooting tips to custon
46077	3/6/17	5/10/17 Captions	Not working/starting	if they expience the issue again.
45921	3/5/17	3/7/17 Captions	Not working/starting	Customer's answering machine was full, upon freeing space, all was working accordingly
45830	3/4/17	3/4/17 Captions	Not working/starting	Resolved customer's wifi connection
43630	3/4/1/	3/4/17 Captions	NOT WORKING/Starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to custom
45871	3/4/17	3/22/17 Captions	Not working/starting	if they expience the issue again.
45020	2/4/17	2/10/17 Cantiana	Not woulding (stauting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to custor
45828	3/4/17	3/19/17 Captions	Not working/starting	if they expience the issue again.
45872	3/4/17	3/21/17 Captions	Not working/starting	After installed DSL filters and providing additional training to the customer, the issues were resolved.
45825	3/3/17	3/4/17 Captions	Not working/starting	customer needed assistance reestablishing wifi connection.
45817	3/3/17	3/3/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
45766	3/3/17	3/15/17 Captions	Not working/starting	Assisted customer with software update on the phone. Issues were resolved.
45715	3/3/17	3/15/17 Captions	Not working/starting	Customer's ISP switched, after rebooting the phone, everything worked accordingly after trouble shooting the issue with the customer, no issue could be found. Everything was working
45698	3/3/17	3/3/17 Captions	Not working/starting	appropriately.
45692	3/3/17	3/29/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
45622	3/2/17	3/2/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
45589	3/2/17	3/6/17 Captions	Not working/starting	Customer issues were due to their mobile phone provider with phone showing service unavailable.
45553	3/2/17	3/9/17 Captions	Not working/starting	Phone was faulty, requiring a replacement be sent
45546	3/2/17	3/2/17 Captions	Not working/starting	resolved customer's ethernet connection
45530	3/1/17	3/1/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
45528	3/1/17	3/1/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
45464	3/1/17	3/14/17 Captions	Not working/starting	resolved customer's network connection
55058	4/30/17	4/30/17 Captions	Not working/starting	Customer's pet damaged ethernet cord. After new cord was installed, issues were resolved.
55021	4/29/17	4/29/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
F.45	. /0 - /	4/00/47		after trouble shooting the issue with the customer, no issue could be found. Everything was working
54897	4/28/17	4/28/17 Captions	Not working/starting	appropriately.
54828			Not working/starting	Resolved customer's wifi connection
	4/28/17	5/12/17 Captions		
54797	4/28/17	4/28/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
		•	Not working/starting Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
54797 54773	4/28/17	4/28/17 Captions 4/28/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. customer unresponsive for further assistance. Will provide additional trouble shooting tips to custor
54797 54773 54899	4/28/17 4/28/17 4/28/17	4/28/17 Captions 4/28/17 Captions 5/31/17 Captions	Not working/starting Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. customer unresponsive for further assistance. Will provide additional trouble shooting tips to custom if they expience the issue again.
54797 54773 54899 54739	4/28/17 4/28/17 4/28/17 4/27/17	4/28/17 Captions 4/28/17 Captions 5/31/17 Captions 4/27/17 Captions	Not working/starting Not working/starting Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. customer unresponsive for further assistance. Will provide additional trouble shooting tips to custor if they expience the issue again. resolved customer's network connection
54797 54773 54899 54739 54643	4/28/17 4/28/17 4/28/17 4/27/17 4/27/17	4/28/17 Captions 4/28/17 Captions 5/31/17 Captions 4/27/17 Captions 4/27/17 Captions	Not working/starting Not working/starting Not working/starting Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. customer unresponsive for further assistance. Will provide additional trouble shooting tips to custor if they expience the issue again. resolved customer's network connection Resolved customer's wifi connection
54797 54773 54899 54739 54643 54636	4/28/17 4/28/17 4/28/17 4/27/17 4/27/17 4/27/17	4/28/17 Captions 4/28/17 Captions 5/31/17 Captions 4/27/17 Captions 4/27/17 Captions 5/16/17 Captions	Not working/starting Not working/starting Not working/starting Not working/starting Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. customer unresponsive for further assistance. Will provide additional trouble shooting tips to custor if they expience the issue again. resolved customer's network connection Resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied after trouble shooting the issue with the customer, no issue could be found. Everything was working
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54797 54773 54899 54739 54643 54636 54567	4/28/17 4/28/17 4/28/17 4/27/17 4/27/17 4/27/17 4/27/17	4/28/17 Captions 4/28/17 Captions 5/31/17 Captions 4/27/17 Captions 4/27/17 Captions 5/16/17 Captions 4/27/17 Captions 5/5/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. customer unresponsive for further assistance. Will provide additional trouble shooting tips to custor if they expience the issue again. resolved customer's network connection Resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
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54797 54773 54899 54739 54643 54636 54567 54551 54475	4/28/17 4/28/17 4/28/17 4/27/17 4/27/17 4/27/17 4/27/17 4/27/17	4/28/17 Captions 4/28/17 Captions 5/31/17 Captions 4/27/17 Captions 4/27/17 Captions 5/16/17 Captions 4/27/17 Captions 5/5/17 Captions 4/26/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. customer unresponsive for further assistance. Will provide additional trouble shooting tips to custor if they expience the issue again. resolved customer's network connection Resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue Resolved customer to ubleshooting tips. Customer was satisfied and there has been no further issue Resolved customer's wifi connection after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
54797 54773 54899 54739 54643 54636 54567 54551 54475 54465	4/28/17 4/28/17 4/28/17 4/27/17 4/27/17 4/27/17 4/27/17 4/27/17 4/26/17 4/26/17	4/28/17 Captions 4/28/17 Captions 5/31/17 Captions 4/27/17 Captions 4/27/17 Captions 5/16/17 Captions 4/27/17 Captions 4/26/17 Captions 4/26/17 Captions 4/26/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. customer unresponsive for further assistance. Will provide additional trouble shooting tips to custor if they expience the issue again. resolved customer's network connection Resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue Resolved customer's wifi connection after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
54797 54773 54899 54739 54643 54636 54567 54551 54475 54465 54443	4/28/17 4/28/17 4/28/17 4/27/17 4/27/17 4/27/17 4/27/17 4/26/17 4/26/17 4/26/17	4/28/17 Captions 4/28/17 Captions 5/31/17 Captions 4/27/17 Captions 4/27/17 Captions 5/16/17 Captions 4/27/17 Captions 4/26/17 Captions 4/26/17 Captions 4/26/17 Captions 4/26/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. customer unresponsive for further assistance. Will provide additional trouble shooting tips to custor if they expience the issue again. resolved customer's network connection Resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue Resolved customer's wifi connection after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately.
54797 54773 54899 54739 54643 54636 54567 54551 54475 54465 54443 54442	4/28/17 4/28/17 4/28/17 4/27/17 4/27/17 4/27/17 4/27/17 4/26/17 4/26/17 4/26/17	4/28/17 Captions 4/28/17 Captions 5/31/17 Captions 4/27/17 Captions 4/27/17 Captions 5/16/17 Captions 4/27/17 Captions 4/27/17 Captions 4/26/17 Captions 4/26/17 Captions 4/26/17 Captions 4/26/17 Captions 4/26/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. customer unresponsive for further assistance. Will provide additional trouble shooting tips to custor if they expience the issue again. resolved customer's network connection Resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue Resolved customer's wifi connection after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue appropriately.
54797 54773 54899 54739 54643 54636 54567 54551 54475 54465 54443 54442 54442 54442 54448	4/28/17 4/28/17 4/28/17 4/27/17 4/27/17 4/27/17 4/27/17 4/26/17 4/26/17 4/26/17 4/26/17 4/26/17	4/28/17 Captions 4/28/17 Captions 5/31/17 Captions 4/27/17 Captions 4/27/17 Captions 5/16/17 Captions 4/27/17 Captions 4/26/17 Captions 5/9/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. customer unresponsive for further assistance. Will provide additional trouble shooting tips to custor if they expience the issue again. resolved customer's network connection Resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue Resolved customer's wifi connection after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue Resolved customer toubleshooting tips. Customer was satisfied and there has been no further issue
54797 54773 54899 54739 54643 54636 54567 54551 54475 54465 54443 54442 54423 54485 54463	4/28/17 4/28/17 4/28/17 4/27/17 4/27/17 4/27/17 4/27/17 4/26/17 4/26/17 4/26/17 4/26/17 4/26/17	4/28/17 Captions 4/28/17 Captions 5/31/17 Captions 4/27/17 Captions 4/27/17 Captions 5/16/17 Captions 4/27/17 Captions 4/26/17 Captions 4/26/17 Captions 4/26/17 Captions 4/26/17 Captions 4/26/17 Captions 4/26/17 Captions 5/9/17 Captions 5/9/17 Captions 5/9/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. customer unresponsive for further assistance. Will provide additional trouble shooting tips to custom if they expience the issue again. resolved customer's network connection Resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue Resolved customer's wifi connection after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue Resolved customer's wifi connection customer had disconnected ethernet from phone. Upon reconnecting, everything was fixed
54797 54773 54899 54739 54643 54636 54567 54551 54475 54465 54443 54442 54423 54442 54423 54463 54264	4/28/17 4/28/17 4/28/17 4/27/17 4/27/17 4/27/17 4/27/17 4/26/17 4/26/17 4/26/17 4/26/17 4/26/17 4/26/17 4/26/17 4/26/17 4/26/17 4/26/17 4/26/17 4/26/17	4/28/17 Captions 4/28/17 Captions 5/31/17 Captions 4/27/17 Captions 4/27/17 Captions 5/16/17 Captions 4/27/17 Captions 4/26/17 Captions 4/26/17 Captions 4/26/17 Captions 4/26/17 Captions 4/26/17 Captions 4/26/17 Captions 5/9/17 Captions 5/9/17 Captions 5/9/17 Captions 5/9/17 Captions 5/9/17 Captions	Not working/starting Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. customer unresponsive for further assistance. Will provide additional trouble shooting tips to custom if they expience the issue again. resolved customer's network connection Resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue Resolved customer's wifi connection after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. After trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue Resolved customer's wifi connection customer had disconnected ethernet from phone. Upon reconnecting, everything was fixed Resolved customer's wifi connection
54797 54773 54899 54739 54643 54636 54567 54551 54475 54465 54443 54442 54423 54485 54463	4/28/17 4/28/17 4/28/17 4/27/17 4/27/17 4/27/17 4/27/17 4/26/17 4/26/17 4/26/17 4/26/17 4/26/17	4/28/17 Captions 4/28/17 Captions 5/31/17 Captions 4/27/17 Captions 4/27/17 Captions 5/16/17 Captions 4/27/17 Captions 4/26/17 Captions 4/26/17 Captions 4/26/17 Captions 4/26/17 Captions 4/26/17 Captions 4/26/17 Captions 5/9/17 Captions 5/9/17 Captions 5/9/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. customer unresponsive for further assistance. Will provide additional trouble shooting tips to custom if they expience the issue again. resolved customer's network connection Resolved customer's wifi connection After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue Resolved customer's wifi connection after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue Resolved customer toubleshooting tips. Customer was satisfied and there has been no further issue Resolved customer's wifi connection customer had disconnected ethernet from phone. Upon reconnecting, everything was fixed

53877	4/24/17	4/24/17 Captions	Not working/starting	Resolved customer's wifi connection
54056	4/24/17	5/19/17 Captions	Not working/starting	Resolved customer's wifi connection
53832	4/23/17	4/23/17 Captions	Not working/starting	Resolved customer's wifi connection
53799	4/22/17	4/22/17 Captions	Not working/starting	customer needed assistance reestablishing wifi connection.
53642	4/21/17	4/21/17 Captions	Not working/starting	after providing additional training to the customer, the customer's issues were resolved.
53700	4/21/17	4/22/17 Captions	Not working/starting	customer needed assistance reestablishing wifi connection.
53669	4/21/17	4/26/17 Captions	Not working/starting	Resolved customer's wifi connection
53592	4/21/17	4/26/17 Captions	Not working/starting	Resolved customer's wifi connection
53415	4/20/17			Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
		4/20/17 Captions	Not working/starting	
53256	4/19/17	4/19/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working app
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
53162	4/19/17	6/9/17 Captions	Not working/starting	appropriately.
52967	4/18/17	4/18/17 Captions	Not working/starting	Resolved customer's wifi connection
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
52922	4/18/17	4/18/17 Captions	Not working/starting	appropriately.
52847	4/17/17	4/17/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
52705	4/17/17	4/17/17 Captions	Not working/starting	Resolved customer's wifi connection
52795	4/17/17	4/19/17 Captions	Not working/starting	Device was faulty requring it be RMA'd due to VM not providing caption logs.
52655	4/16/17	4/16/17 Captions	Not working/starting	Resolved customer's wifi connection
52583	4/15/17	4/16/17 Captions	Not working/starting	resolved customer's network connection
52492	4/14/17	4/14/17 Captions	Not working/starting	Resolved customer's wifi connection
52406	4/14/17	4/14/17 Captions	Not working/starting	Resolved customer's wifi connection
32400	4/14/17	4/14/17 Captions	NOT WORKING/ Starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working
F2200	4/12/17	4/12/17 C+:	Nationalia - /stantin -	
52309	4/13/17	4/13/17 Captions	Not working/starting	appropriately.
				customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer
52254	4/13/17	4/13/17 Captions	Not working/starting	if they expience the issue again.
52216	4/13/17	4/13/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working app
52213	4/13/17	4/13/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved.
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
52212	4/13/17	5/23/17 Captions	Not working/starting	appropriately.
52178	4/13/17	4/13/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
				customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer
52269	4/13/17	5/21/17 Captions	Not working/starting	if they expience the issue again.
52085	4/12/17	4/12/17 Captions	Not working/starting	Resolved customer's wifi connection
52003	4/12/17	4/19/17 Captions	Not working/starting	phone is faulty, new phone was sent to the customer
51994	4/12/17	4/13/17 Captions 4/13/17 Captions		
			Not working/starting	Working with IT POC at this community to resolve issue.
51966	4/12/17	4/12/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
51873	4/11/17	4/11/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
51715	4/11/17	4/11/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
51672	4/10/17	4/11/17 Captions	Not working/starting	Customer unhappy captions didn't start as quickly as hoping.
51535	4/10/17	4/10/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
51434	4/9/17	4/9/17 Captions	Not working/starting	Resolved customer's wifi connection
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
51307	4/7/17	4/7/17 Captions	Not working/starting	appropriately.
51262	4/7/17	4/7/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
51193	4/7/17	4/16/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved.
		, , , , , , , , , , , , , , , , , , , ,	5,	after trouble shooting the issue with the customer, no issue could be found. Everything was working
50965	4/6/17	4/7/17 Captions	Not working/starting	appropriately.
30303	1,0,1,	1,7,17 captions	Troc Working, starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working
F0707	4/5/17	A/F/17 Continue	Not wouldney (stauting	
50797	4/5/17	4/5/17 Captions 5/5/17 Captions	Not working/starting	appropriately.
50761	4/5/17	5/5/17 Captions	Not working/starting	Customer unhappy captions didn't start as quickly as hoping.
				customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer
50750	4/5/17	5/24/17 Captions	Not working/starting	if they expience the issue again.
50692	4/4/17	4/11/17 Captions	Not working/starting	Resolved customer's wifi connection
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
50617	4/4/17	4/5/17 Captions	Not working/starting	appropriately.
50607	4/4/17	4/5/17 Captions	Not working/starting	Resolved customer's wifi connection
50678	4/4/17	4/28/17 Captions	Not working/starting	Worked with IT POC, issues were resolved
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
50523	4/3/17	4/3/17 Captions	Not working/starting	appropriately.
50528	4/3/17	4/21/17 Captions	Not working/starting	Customer experiences network issues due to satellite ISP issue. These issues impact captioned service.
50445	4/3/17	4/18/17 Captions	Not working/starting	Assisted the customer in performing a software update to the phone. All issues were resolved.
50274	4/3/17	4/6/17 Captions	Not working/starting	resolved customer's network connection
302/4	4/1/1/	-, o, i / Captions	ACC WOLKING/ Starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working
50000	E /24 /47	F /24 /47 C ···	National desiration of the second	, ,
60393	5/31/17	5/31/17 Captions	Not working/starting	appropriately.
60372	5/31/17	5/31/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
		- 4 4: :		after trouble shooting the issue with the customer, no issue could be found. Everything was working
60366	5/31/17	5/31/17 Captions	Not working/starting	appropriately.
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
60365	5/31/17	5/31/17 Captions	Not working/starting	appropriately.
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
60358	5/31/17	5/31/17 Captions	Not working/starting	appropriately.
60329	5/31/17	5/31/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
60323	5/31/17	5/31/17 Captions	Not working/starting	resolved customer's ethernet connection
60285	5/31/17	5/31/17 Captions	Not working/starting	Resolved customer's wifi connection
60266	5/31/17	5/31/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
60254	5/31/17	5/31/17 Captions	Not working/starting	resolved customer's network connection
60230	5/31/17	5/31/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
60156	5/31/17	5/31/17 Captions	Not working/starting	Customer needed additional training on using device. Everything worked accordingly.
The second secon	5/31/17	6/14/17 Captions	Not working/starting	resolved customer's network connection
60223	3/31/17	O/ 11/ 17 Cuptions		
60223	3/31/17	0/11/17 Captions		Customers ISP will send a tech to install a new router. Customer to call us back if they are still
60223	5/31/17	5/31/17 Captions	Not working/starting	Customers ISP will send a tech to install a new router. Customer to call us back if they are still experiencing issues.
				·
60213	5/31/17	5/31/17 Captions	Not working/starting	experiencing issues.

60269	5/31/17	6/20/17 Captions	Not working/starting	After replacing faulty phone, everything ws working accordingly
60149	5/30/17	5/30/17 Captions	Not working/starting	Customer unhappy captions didn't start as quickly as hoping.
60134	5/30/17	5/30/17 Captions	Not working/starting	after trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied.
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
60053	5/30/17	5/30/17 Captions	Not working/starting	appropriately.
59996	5/30/17	5/30/17 Captions	Not working/starting	Resolved customer's wifi connection
59927	5/30/17	5/30/17 Captions	Not working/starting	Resolved customer's wifi connection
60022		2:00:00 AM Captions	Not working/starting	Customer was experiencing wifi connectivity issues
60059	5/30/17	6/13/17 Captions	Not working/starting	Resolved customer's wifi connection
60032	5/30/17	6/21/17 Captions	Not working/starting	after trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied.
59881	5/29/17	5/29/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
59875	5/29/17	5/29/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
59858	5/28/17	5/28/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
59823	5/27/17	5/30/17 Captions	Not working/starting	Sent technician to home for onsite training with the customer. Customer's issues have been resolved.
F0010	F /27 /17	5/27/17 Captions	Not working (starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working
59810	5/27/17	5/27/17 Captions 5/27/17 Captions	Not working/starting	appropriately.
59784 59774	5/27/17 5/27/17	5/27/17 Captions 5/27/17 Captions	Not working/starting	Resolved customer's wifi connection Resolved customer's wifi connection
59772	5/27/17	5/27/17 Captions	Not working/starting Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
	5/27/17			Resolved customer's wifi connection
59766 59769	5/27/17	5/27/17 Captions	Not working/starting	
59649	5/26/17	5/27/17 Captions	Not working/starting	assisted the customer in reestablishing wifi and after rebooting phone, everything worked accordingly
59636	5/26/17	5/26/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
	5/26/17	5/26/17 Captions	Not working/starting	after restarting the phone, all issues resolved. Customer unhappy with caption accuracy, information was passed on to management
59584 59574	5/26/17	5/26/17 Captions 5/30/17 Captions	Not working/starting Not working/starting	
59574	5/25/17	5/30/17 Captions 5/25/17 Captions	Not working/starting Not working/starting	after providing additional training to the customer, the customer's issues were resolved. Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
59395	5/25/17	5/25/17 Captions 5/25/17 Captions	Not working/starting	Resolved customer's wifi connection
59359	5/25/17	6/19/17 Captions	Not working/starting	after sending a technician on site, all issues were resolved and customer was satisfied
59338	5/25/17	5/25/17 Captions	Not working/starting Not working/starting	After rebooting the modem, issues were resolved
33330	5/23/11	J/2J/17 Captions	reor working/starting	Customer needs Verizon to fix issues at their router/modem. Customer will reach back out to us once
59523	5/25/17 1	2:00:00 AM Captions	Not working/starting	Verizon has fixed the issue.
59309	5/25/17 1	5/24/17 Captions	Not working/starting	Resolved customer's wifi connection
33303	3/24/17	3/24/17 Captions	NOT WOLKING/ Starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working
59299	5/24/17	5/24/17 Captions	Not working/starting	appropriately.
33233	3/24/17	3/24/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working
59217	5/24/17	5/24/17 Captions	Not working/starting	appropriately.
33217	3/24/17	3/24/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working
59186	5/24/17	5/24/17 Captions	Not working/starting	appropriately.
33100	3/24/17	3/24/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working
59159	5/24/17	5/24/17 Captions	Not working/starting	appropriately.
59201	5/24/17	5/31/17 Captions	Not working/starting	after trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied.
59107	5/23/17	5/23/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
58977	5/23/17	5/23/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
30377	3,23,2,	3/23/17 Captions	net working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer
58924	5/23/17	5/23/17 Captions	Not working/starting	if they expience the issue again.
58881	5/22/17	5/27/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
	-,,	-,,up		after trouble shooting the issue with the customer, no issue could be found. Everything was working
58836	5/22/17	5/22/17 Captions	Not working/starting	appropriately.
58807	5/22/17	6/3/17 Captions	Not working/starting	Customer internet issue, resulted in no service, upon resolving, all was workign accordingly
58874	5/22/17	5/31/17 Captions	Not working/starting	customer needed assistance reestablishing wifi connection.
			3, 44	after trouble shooting the issue with the customer, no issue could be found. Everything was working
58647	5/21/17	5/21/17 Captions	Not working/starting	appropriately.
58636	5/21/17	5/23/17 Captions	Not working/starting	after powercycling modem, issues were resolved.
58630	5/20/17	5/20/17 Captions	Not working/starting	Resolved customer's wifi connection
			<u> </u>	after trouble shooting the issue with the customer, no issue could be found. Everything was working
58610	5/20/17	5/20/17 Captions	Not working/starting	appropriately.
			<u> </u>	
58571	5/20/17	5/20/17 Captions	Not working/starting	Provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
				customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer
58577	5/20/17	5/23/17 Captions	Not working/starting	if they expience the issue again.
58565	5/19/17	5/19/17 Captions	Not working/starting	rebooted customer router. All issues resolved.
58543	5/19/17	5/19/17 Captions	Not working/starting	Resolved customer's wifi connection
58533	5/19/17	5/19/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfied
				Customer moved the phone and plugged it into the wrong outlet on router, fixed and phone working
58445	5/19/17	5/22/17 Captions	Not working/starting	accordingly
				Network was not functioning resulting in Captions not working. After ISP visit to resolve the issues,
58430	5/19/17	5/24/17 Captions	Not working/starting	everything was working accordingly.
58354	5/18/17	5/18/17 Captions	Not working/starting	Provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
				customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer
58212	5/18/17	5/23/17 Captions	Not working/starting	if they expience the issue again.
58381	5/18/17	5/31/17 Captions	Not working/starting	customer needed powercord for their router. Once they got one and installed it, all worked accordingly
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
58153	5/17/17	5/17/17 Captions	Not working/starting	appropriately.
58149	5/17/17	5/17/17 Captions	Not working/starting	resolved customer's ethernet connection
58148	5/17/17	5/17/17 Captions	Not working/starting	After installed DSL filters and providing additional training to the customer, the issues were resolved.
58136	5/17/17	5/17/17 Captions	Not working/starting	Resolved customer's wifi connection
58110	5/17/17	5/17/17 Captions	Not working/starting	assisted the customer in rebooting their modem. All issues resolved
				customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer
58084	5/17/17	5/23/17 Captions	Not working/starting	if they expience the issue again.
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
58051	5/17/17	5/17/17 Captions	Not working/starting	appropriately.
58034	5/17/17	5/17/17 Captions	Not working/starting	Issues due to splitter plugged into modem. Will replace splitter and cable to resolve.

				customer unresponsive for further assistance. Will provide additional trouble shooting tips to custo
58014	5/17/17	5/23/17 Captions	Not working/starting	if they expience the issue again.
57936	5/16/17	5/16/17 Captions	Not working/starting	Customer unhappy captions didn't start as quickly as hoping.
57720	5/15/17	5/15/17 Captions	Not working/starting	Had customer install the correct cable with the phone. All issues were resolved.
57708	5/15/17	5/15/17 Captions	Not working/starting	Resolved customer's wifi connection
57557	5/15/17	5/15/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
57711	5/15/17	5/19/17 Captions	Not working/starting	Resolved customer's wifi connection
57660	5/15/17	5/29/17 Captions	Not working/starting	after trouble shooting the issue with the customer, all issues were resolved. Customer was satisfied
57501	5/14/17	5/14/17 Captions	Not working/starting	Resolved customer's wifi connection
57492	5/14/17	5/18/17 Captions	Not working/starting	resolved customer's network connection
57425	5/12/17	5/12/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfie
37423	3/12/17	3/12/17 Captions	NOT WORKING/Starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working
57423	5/12/17	5/12/17 Captions	Not working/starting	appropriately.
57268	5/12/17	5/12/17 Captions	Not working/starting	After rebooting the phone, all issues were resolved
57364	5/12/17	6/12/17 Captions	Not working/starting	After replacing faulty phone, everything ws working accordingly
57010	5/11/17	6/1/17 Captions	Not working/starting	resolved customers wifi connection
57190	5/11/17	6/5/17 Captions	Not working/starting	Customer's splitter and DSL filter installed wrong. Advised customer on how to correct.
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
56999	5/10/17	5/10/17 Captions	Not working/starting	appropriately.
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
56945	5/10/17	5/10/17 Captions	Not working/starting	appropriately.
56926	5/10/17	5/10/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
56922	5/10/17			
		5/14/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfie
56907	5/10/17	5/10/17 Captions	Not working/starting	resolved customer's network connection
56896	5/10/17	5/10/17 Captions	Not working/starting	resolved customer's network connection
56879	5/10/17	5/10/17 Captions	Not working/starting	Upgraded customer to new phone model, all issues resolved
56822	5/10/17	5/20/17 Captions	Not working/starting	Provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
F.CO	= (a = ':=	5 /4 O /4 7	No. 11. 11. 11	
56820	5/10/17	5/10/17 Captions	Not working/starting	Provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
56792	5/10/17	5/10/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
56830	5/10/17	5/13/17 Captions	Not working/starting	appropriately.
56880				
30000	5/10/17	5/16/17 Captions	Not working/starting	after restarting the phone, all issues resolved.
	_ /- /			
56704	5/9/17	5/9/17 Captions	Not working/starting	Provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
56665	5/9/17	5/9/17 Captions	Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfie
56653	5/9/17	5/10/17 Captions	Not working/starting	Once ATT fixed outside lines, problems were resolved
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
56482	5/8/17	5/8/17 Captions	Not working/starting	appropriately.
				** * *
56312	5/8/17	5/8/17 Captions	Not working/starting	Resolved customer's wifi connection
56516	5/8/17	5/12/17 Captions	Not working/starting	Issue with ISP. Once resolved, phone worked accordingly
56507	5/8/17	5/8/17 Captions	Not working/starting	Resolved customer's wifi connection
				customer unresponsive for further assistance. Will provide additional trouble shooting tips to custo
56276	5/8/17	6/14/17 Captions	Not working/starting	if they expience the issue again.
56455	5/8/17	5/21/17 Captions	Not working/starting	resolved customer's network connection
30433	3/0/1/	3/21/17 Captions	NOT WORKING/ Starting	
	- 4- 4-	- 4 - 4		Assisted the customer in correcting the installation of their splitter. Upon correction, everything wa
56364	5/8/17	5/15/17 Captions	Not working/starting	working accordingly
56373	5/8/17	5/24/17 Captions	Not working/starting	after rebooting the router and phone, everything worked accordingly. Customer was satisfied
56526	5/8/17	5/9/17 Captions	Not working/starting	Resolved customer's wifi connection
56331	5/8/17	6/12/17 Captions	Not working/starting	after resetting the phone and installing a wifi extender, all issues were resolved.
50551	5,0,1,	0/12/17 Captions	Troc tronking, starting	
		- 4-4		after trouble shooting the issue with the customer, no issue could be found. Everything was working
56178	5/6/17	5/6/17 Captions	Not working/starting	appropriately.
56123	5/5/17	5/6/17 Captions	Not working/starting	ISP issue, once modem/router were reset, internet was back-up and problem was resolved
56106	5/5/17	5/5/17 Captions	Not working/starting	Provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
56063	5/5/17	5/5/17 Captions	Not working/starting	appropriately.
55994	5/5/17	5/15/17 Captions	Not working/starting	customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer unresponsive for further assistance.
55992	5/5/17	5/5/17 Captions	Not working/starting	After providing additional training to the customer, the customer's issues were resolved.
56041	5/5/17	5/18/17 Captions	Not working/starting	After reseating the ethernet cable, everything was resolved
				customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer
	5/4/17	5/24/17 Captions	Not working/starting	if they expience the issue again.
55831	3/7/1/		Not working/starting	After trouble shooting the issue with the customer, no issue could be found. Customer was satisfie
55831 55807	5/4/17	5/4/17 Captions	····o	
		5/4/17 Captions		
55807	5/4/17		Not working/starting	Provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
		5/4/17 Captions 5/20/17 Captions	Not working/starting	
55807 55781	5/4/17 5/4/17	5/20/17 Captions		after trouble shooting the issue with the customer, no issue could be found. Everything was working
55807 55781 55767	5/4/17 5/4/17 5/4/17	5/20/17 Captions 5/4/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately.
55807 55781 55767 55917	5/4/17 5/4/17 5/4/17 5/4/17	5/20/17 Captions 5/4/17 Captions 5/11/17 Captions	Not working/starting Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was workir appropriately. resolved customer's network connection
55807 55781 55767 55917 55916	5/4/17 5/4/17 5/4/17 5/4/17 5/4/17	5/20/17 Captions 5/4/17 Captions 5/11/17 Captions 5/17/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately.
55807 55781 55767 55917	5/4/17 5/4/17 5/4/17 5/4/17	5/20/17 Captions 5/4/17 Captions 5/11/17 Captions	Not working/starting Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was workir appropriately. resolved customer's network connection
55807 55781 55767 55917 55916	5/4/17 5/4/17 5/4/17 5/4/17 5/4/17	5/20/17 Captions 5/4/17 Captions 5/11/17 Captions 5/17/17 Captions	Not working/starting Not working/starting Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was workir appropriately. resolved customer's network connection Customer unhappy captions didn't start as quickly as hoping. resolved customer's network connection
55807 55781 55767 55917 55916 55903	5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/4/17	5/20/17 Captions 5/4/17 Captions 5/11/17 Captions 5/17/17 Captions 5/21/17 Captions	Not working/starting Not working/starting Not working/starting Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was workir appropriately. resolved customer's network connection Customer unhappy captions didn't start as quickly as hoping. resolved customer's network connection customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer.
55807 55781 55767 55917 55916	5/4/17 5/4/17 5/4/17 5/4/17 5/4/17	5/20/17 Captions 5/4/17 Captions 5/11/17 Captions 5/17/17 Captions	Not working/starting Not working/starting Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was workir appropriately. resolved customer's network connection Customer unhappy captions didn't start as quickly as hoping. resolved customer's network connection customer unresponsive for further assistance. Will provide additional trouble shooting tips to custom if they expience the issue again.
55807 55781 55767 55917 55916 55903 55888	5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/4/17	5/20/17 Captions 5/4/17 Captions 5/11/17 Captions 5/17/17 Captions 5/21/17 Captions 6/14/17 Captions	Not working/starting Not working/starting Not working/starting Not working/starting Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was workir appropriately. resolved customer's network connection Customer unhappy captions didn't start as quickly as hoping. resolved customer's network connection customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer unresponsive for further assistance. after trouble shooting the issue again.
55807 55781 55767 55917 55916 55903	5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/4/17	5/20/17 Captions 5/4/17 Captions 5/11/17 Captions 5/17/17 Captions 5/21/17 Captions	Not working/starting Not working/starting Not working/starting Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. resolved customer's network connection Customer unhappy captions didn't start as quickly as hoping. resolved customer's network connection customer unresponsive for further assistance. Will provide additional trouble shooting tips to customer they expience the issue again.
55807 55781 55767 55917 55916 55903 55888	5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/4/17	5/20/17 Captions 5/4/17 Captions 5/11/17 Captions 5/17/17 Captions 5/21/17 Captions 6/14/17 Captions	Not working/starting Not working/starting Not working/starting Not working/starting Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was workir appropriately. resolved customer's network connection Customer unhappy captions didn't start as quickly as hoping. resolved customer's network connection customer unresponsive for further assistance. Will provide additional trouble shooting tips to custoff they expience the issue again. after trouble shooting the issue with the customer, no issue could be found. Everything was workir appropriately.
55807 55781 55767 55917 55916 55903 55888 55702	5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/3/17	5/20/17 Captions 5/4/17 Captions 5/11/17 Captions 5/17/17 Captions 5/21/17 Captions 6/14/17 Captions 5/3/17 Captions	Not working/starting Not working/starting Not working/starting Not working/starting Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was workir appropriately. resolved customer's network connection Customer unhappy captions didn't start as quickly as hoping. resolved customer's network connection customer unresponsive for further assistance. Will provide additional trouble shooting tips to custoff they expience the issue again. after trouble shooting the issue with the customer, no issue could be found. Everything was workir appropriately.
55807 55781 55767 55917 55916 55903 55888 55702 55672	5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/3/17	5/20/17 Captions 5/4/17 Captions 5/11/17 Captions 5/17/17 Captions 5/21/17 Captions 6/14/17 Captions 5/3/17 Captions 5/3/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was workir appropriately. resolved customer's network connection Customer unhappy captions didn't start as quickly as hoping. resolved customer's network connection customer unresponsive for further assistance. Will provide additional trouble shooting tips to custo if they expience the issue again. after trouble shooting the issue with the customer, no issue could be found. Everything was workir appropriately. provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
55807 55781 55767 55917 55916 55903 55888 55702 55672 55620	5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/3/17 5/3/17	5/20/17 Captions 5/4/17 Captions 5/11/17 Captions 5/17/17 Captions 5/21/17 Captions 6/14/17 Captions 5/3/17 Captions 5/3/17 Captions 5/3/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. resolved customer's network connection Customer unhappy captions didn't start as quickly as hoping. resolved customer's network connection customer unresponsive for further assistance. Will provide additional trouble shooting tips to custor if they expience the issue again. after trouble shooting the issue with the customer, no issue could be found. Everything was working appropriately. provided trouble shooting tips to the customer. There has been no further dialogue with the custor.
55807 55781 55767 55917 55916 55903 55888 55702 55672	5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/3/17	5/20/17 Captions 5/4/17 Captions 5/11/17 Captions 5/17/17 Captions 5/21/17 Captions 6/14/17 Captions 5/3/17 Captions 5/3/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was workir appropriately. resolved customer's network connection Customer unhappy captions didn't start as quickly as hoping. resolved customer's network connection customer unresponsive for further assistance. Will provide additional trouble shooting tips to custom if they expience the issue again. after trouble shooting the issue with the customer, no issue could be found. Everything was workir appropriately. provided trouble shooting tips to the customer. There has been no further dialogue with the custom of the customer trouble shooting tips to the customer. There has been no further dialogue with the custom after resolving firewall issue, phone worked accordingly and customer was satisifed
55807 55781 55767 55917 55916 55903 55888 55702 55672 55620 55648	5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/3/17 5/3/17 5/3/17	5/20/17 Captions 5/4/17 Captions 5/11/17 Captions 5/17/17 Captions 5/21/17 Captions 6/14/17 Captions 5/3/17 Captions 5/3/17 Captions 5/3/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately. resolved customer's network connection Customer unhappy captions didn't start as quickly as hoping. resolved customer's network connection customer unresponsive for further assistance. Will provide additional trouble shooting tips to custo if they expience the issue again. after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately. provided trouble shooting tips to the customer. There has been no further dialogue with the customer. Provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
55807 55781 55767 55917 55916 55903 55888 55702 55672 55620	5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/3/17 5/3/17	5/20/17 Captions 5/4/17 Captions 5/11/17 Captions 5/17/17 Captions 5/21/17 Captions 6/14/17 Captions 5/3/17 Captions 5/3/17 Captions 5/3/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately. resolved customer's network connection Customer unhappy captions didn't start as quickly as hoping. resolved customer's network connection customer unresponsive for further assistance. Will provide additional trouble shooting tips to custo if they expience the issue again. after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately. provided trouble shooting tips to the customer. There has been no further dialogue with the customer. Provided trouble shooting tips to the customer. There has been no further dialogue with the customer.
55807 55781 55767 55917 55916 55903 55888 55702 55672 55620 55648	5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/3/17 5/3/17 5/3/17	5/20/17 Captions 5/4/17 Captions 5/11/17 Captions 5/11/17 Captions 5/21/17 Captions 6/14/17 Captions 5/3/17 Captions 5/3/17 Captions 5/3/17 Captions 5/3/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately. resolved customer's network connection Customer unhappy captions didn't start as quickly as hoping. resolved customer's network connection customer unresponsive for further assistance. Will provide additional trouble shooting tips to custo if they expience the issue again. after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately. provided trouble shooting tips to the customer. There has been no further dialogue with the customer after resolving firewall issue, phone worked accordingly and customer was satisifed after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately.
55807 55781 55767 55917 55916 55903 55888 55702 55672 55620 55648 55649	5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/3/17 5/3/17 5/3/17 5/3/17 5/3/17	5/20/17 Captions 5/4/17 Captions 5/11/17 Captions 5/17/17 Captions 5/21/17 Captions 6/14/17 Captions 5/3/17 Captions 5/3/17 Captions 5/3/17 Captions 5/11/17 Captions 5/11/17 Captions	Not working/starting	resolved customer's network connection Customer unhappy captions didn't start as quickly as hoping. resolved customer's network connection customer unresponsive for further assistance. Will provide additional trouble shooting tips to custo if they expience the issue again. after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately. provided trouble shooting tips to the customer. There has been no further dialogue with the customer. Provided trouble shooting tips to the customer. There has been no further dialogue with the customer after resolving firewall issue, phone worked accordingly and customer was satisifed after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately.
55807 55781 55767 55917 55916 55903 55888 55702 55672 55620 55648 55649	5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/3/17 5/3/17 5/3/17 5/3/17 5/3/17 5/3/17	5/20/17 Captions 5/4/17 Captions 5/11/17 Captions 5/17/17 Captions 5/21/17 Captions 6/14/17 Captions 5/3/17 Captions 5/3/17 Captions 5/3/17 Captions 5/11/17 Captions 5/11/17 Captions 5/21/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately. resolved customer's network connection Customer unhappy captions didn't start as quickly as hoping. resolved customer's network connection customer unresponsive for further assistance. Will provide additional trouble shooting tips to custo if they expience the issue again. after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately. provided trouble shooting tips to the customer. There has been no further dialogue with the custom after resolving firewall issue, phone worked accordingly and customer was satisifed after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately. after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately.
5807 5781 5767 5917 5916 5903 5888 5702 5672 5620 5648	5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/4/17 5/3/17 5/3/17 5/3/17 5/3/17 5/3/17	5/20/17 Captions 5/4/17 Captions 5/11/17 Captions 5/17/17 Captions 5/21/17 Captions 6/14/17 Captions 5/3/17 Captions 5/3/17 Captions 5/3/17 Captions 5/11/17 Captions 5/11/17 Captions	Not working/starting	after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately. resolved customer's network connection Customer unhappy captions didn't start as quickly as hoping. resolved customer's network connection customer unresponsive for further assistance. Will provide additional trouble shooting tips to custo if they expience the issue again. after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately. provided trouble shooting tips to the customer. There has been no further dialogue with the custom after resolving firewall issue, phone worked accordingly and customer was satisifed after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately. after trouble shooting the issue with the customer, no issue could be found. Everything was workin appropriately.

55454	5/2/17	5/4/17 Captions	Not working/starting	Resolved customer's wifi connection
55359	5/2/17	5/2/17 Captions	Not working/starting	Resolved customer's wifi connection
55354	5/2/17	5/2/17 Captions	Not working/starting	Provided customer toubleshooting tips. Customer was satisfied and there has been no further issue
55373	5/2/17	5/7/17 Captions	Not working/starting	Customer needed ISP to fix connection at their home. Once ISP resolved, phone worked accordingly
55407	5/2/17	6/6/17 Captions	Not working/starting	resolved customer's network connection
				after trouble shooting the issue with the customer, no issue could be found. Everything was working
55166	5/1/17	5/1/17 Captions	Not working/starting	appropriately.
55095	5/1/17	5/1/17 Captions	Not working/starting	Resolved customer's wifi connection
55085	5/1/17	5/13/17 Captions	Not working/starting	resolved customer's network connection
18543 18791	6/7/16 6/13/16	6/7/16 Phone 6/29/16 Phone	Screen unresponsive Screen unresponsive	after trouble shooting with the customer, no issue could be found. Customer was satisfied. Storms caused phone to no longer power on, sending replacement phone to the customer.
18858	6/14/16	6/30/16 Phone	Screen unresponsive	resolved customer's wifi connection.
21316	7/22/16	7/25/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
21185	7/21/16	7/26/16 Phone	Screen unresponsive	after powercycling the phone, all issues were resolved
23979	8/30/16	9/27/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
26387	9/28/16	10/12/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
24462	9/8/16	9/8/16 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
24187	9/2/16	9/2/16 Phone	Screen unresponsive	resolved customer's network connection.
28769	10/24/16	11/10/16 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
28159	10/18/16	10/18/16 Phone	Screen unresponsive	Provided additional training to the customer. All issues were resolved
28102	10/17/16	10/19/16 Phone	Screen unresponsive	after restarting the phone, all issues were resolved
28020 27892	10/17/16 10/14/16	10/31/16 Phone 10/14/16 Phone	Screen unresponsive	customer unresponsive. Will provide further support when they call back in.
27892	10/14/16	10/20/16 Phone	Screen unresponsive Screen unresponsive	after restarting the phone, all issues were resolved customer unresponsive. Will provide further support when they call back in.
27523	10/12/16	10/12/16 Phone	Screen unresponsive	After powercycling the phone, all issues were resolved
26882	10/5/16	10/5/16 Phone	Screen unresponsive	Provided additional training to the customer. All issues were resolved
33321	11/30/16	11/30/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
33313	11/30/16	11/30/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
33249	11/30/16	11/30/16 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
33102	11/29/16	11/29/16 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
33072	11/29/16	11/29/16 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
33111	11/29/16	12/5/16 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
32988	11/28/16	11/28/16 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
32661	11/23/16 11/22/16	11/23/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
32468 32271	11/22/16	11/22/16 Phone 11/21/16 Phone	Screen unresponsive Screen unresponsive	after trouble shooting with the customer, no issue could be found. Customer was satisfied. Phone is faulty, sending replacement to customer
32265	11/21/16	11/30/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
32181	11/19/16	11/19/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
31357	11/13/16	11/14/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
31291	11/12/16	11/13/16 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
31113	11/11/16	11/11/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
30897	11/10/16	11/22/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
30621	11/9/16	11/9/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
29874	11/3/16	11/3/16 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
29767	11/2/16	11/14/16 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
29596	11/1/16	11/18/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
37315 37172	12/30/16 12/29/16	1/14/17 Phone 12/29/16 Phone	Screen unresponsive Screen unresponsive	Phone is faulty, sending replacement to customer phone is faulty, sending replacement to customer
37172	12/29/16	12/29/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer Phone is faulty, sending replacement to customer
36750	12/23/16	1/14/17 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
36738	12/22/16	12/22/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
36698	12/22/16	1/10/17 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
36570	12/21/16	12/21/16 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
36353	12/19/16	12/19/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
36176	12/17/16	12/17/16 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
35788	12/15/16	12/16/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
35572	12/14/16	12/14/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
35703	12/14/16	12/16/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
35147	12/12/16	12/12/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
34503 34420	12/8/16 12/7/16	12/8/16 Phone 12/7/16 Phone	Screen unresponsive Screen unresponsive	Phone is faulty, sending replacement to customer Phone is faulty, sending replacement to customer
34383	12/7/16	12/7/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer Phone is faulty, sending replacement to customer
34261	12/7/16	12/7/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
34063	12/6/16	12/6/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
34091	12/6/16	12/21/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
33860	12/5/16	12/8/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
33756	12/3/16	12/3/16 Phone	Screen unresponsive	After trouble shooting with the customer, all issues were resolved. Customer was satisfied.
33818	12/3/16	1/6/17 Phone	Screen unresponsive	customer unresponsive. Will provide further support when they call back in.
33610	12/2/16	12/2/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
33367	12/1/16	12/1/16 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
40558	1/26/17	1/31/17 Phone	Screen unresponsive	customer unresponsive. Will provide further support when they call back in.
40514 40051	1/26/17 1/24/17	1/27/17 Phone 1/24/17 Phone	Screen unresponsive Screen unresponsive	resolved customer's network connection. After powercycling the phone, all issues were resolved
38820	1/13/17	1/13/17 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
38805	1/13/17	1/13/17 Phone	Screen unresponsive	resolved customer's network connection.
38280	1/10/17	1/10/17 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
38395	1/10/17	1/25/17 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
38204	1/9/17	1/9/17 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
37494	1/3/17	1/3/17 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
37474	1/2/17	1/2/17 Phone	Screen unresponsive	provided additional training to the customer. All issues were resolved
44984	2/26/17	2/27/17 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
44214	2/21/17	2/21/17 Phone	Screen unresponsive	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
43435	2/15/17	3/22/17 Phone	Screen unresponsive	after providing additional training to the customer, all issues were resolved.
43050	2/13/17	2/14/17 Phone	Screen unresponsive	Performed factory reset on the phone. All issues were resolved.

43028	2/13/17	2/13/17 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
42940	2/12/17	2/12/17 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
42590	2/9/17	3/15/17 Phone	Screen unresponsive	after rebooting the phone and updating software, issue was resolved.
42442	2/8/17	2/14/17 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
42443	2/8/17	3/3/17 Phone	Screen unresponsive	Customer rebooted phone, which resolved the issue
41716	2/3/17	2/3/17 Phone	Screen unresponsive	after providing additional training to the customer, all issues were resolved.
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50165	3/31/17	3/31/17 Phone	Screen unresponsive	after providing additional training to the customer, all issues were resolved.
49953	3/30/17	3/30/17 Phone	Screen unresponsive	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
49922	3/30/17	5/17/17 Phone	Screen unresponsive	customer unresponsive. Will provide further support when they call back in.
49659	3/29/17	3/29/17 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
49595	3/28/17	3/30/17 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
49460	3/28/17	3/29/17 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
48831	3/23/17	3/23/17 Phone	Screen unresponsive	after providing additional training to the customer, all issues were resolved.
48664	3/23/17	3/23/17 Phone	· · · · · · · · · · · · · · · · · · ·	phone is faulty, sending replacement to customer
			Screen unresponsive	, , ,
48580	3/22/17	3/23/17 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
47853	3/18/17	3/18/17 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
47231	3/14/17	3/15/17 Phone	Screen unresponsive	reset customer's phone. Resolved issues
47081	3/14/17	4/20/17 Phone	Screen unresponsive	customer unresponsive. Will provide further support when they call back in.
46497	3/9/17	3/9/17 Phone	Screen unresponsive	Phone is faulty, sending replacement to customer
46469	3/9/17	3/10/17 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
46531	3/9/17	3/16/17 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
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45630	3/2/17	3/13/17 Phone	Screen unresponsive	powercycled phone. Issues resolved
45533	3/2/17	3/2/17 Phone	Screen unresponsive	software update resolved issues
45661	3/2/17	3/2/17 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
54919	4/28/17	4/28/17 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
54342	4/26/17	5/4/17 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
52981	4/18/17	4/19/17 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
52874	4/17/17	4/17/17 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
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52866	4/17/17	4/17/17 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
52782	4/17/17	4/17/17 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
51569	4/10/17	4/19/17 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
50318	4/2/17	5/3/17 Phone	Screen unresponsive	after providing additional training to the customer, all issues were resolved.
59057	5/23/17	5/23/17 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
58844	5/22/17	5/22/17 Phone	Screen unresponsive	Customer's phone was unplugged, after plugging it back in, issues were resolved
58395	5/19/17	5/22/17 Phone	·	after providing additional training to the customer, all issues were resolved.
			Screen unresponsive	, , , , , , , , , , , , , , , , , , , ,
57933	5/16/17	5/16/17 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
57908	5/16/17	6/1/17 Phone	Screen unresponsive	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
				Provided trouble shooting tips to the customer. Advised they call back if they experience any additional
56578	5/9/17	5/9/17 Phone	Screen unresponsive	issues.
				Provided trouble shooting tips to the customer. Advised they call back if they experience any additional
56545	5/9/17	5/9/17 Phone	Screen unresponsive	issues.
55468	5/2/17	5/4/17 Phone	Screen unresponsive	phone is faulty, sending replacement to customer
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18628	6/9/16	10/10/16 Captions	Slow to start	Customer unresponsive, will provide additional support when customer calls in for assistance
21779	7/29/16	7/29/16 Captions	Slow to start	Resolved customer's network issue
				Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on
23332	8/22/16	8/22/16 Captions	Slow to start	complaint to management.
	0/22/10			
22807	8/15/16	9/2/16 Captions	Slow to start	Customer power cycled modem. Resulted in improved speed of captions.
22807	8/15/16	9/2/16 Captions		
22807 22766	8/15/16 8/13/16	9/2/16 Captions 8/25/16 Captions	Slow to start	customer unresponsive, will provide additional support when customer calls in for assistance
22807 22766 26545	8/15/16 8/13/16 9/30/16	9/2/16 Captions 8/25/16 Captions 10/10/16 Captions	Slow to start Slow to start	customer unresponsive, will provide additional support when customer calls in for assistance phone is faulty, sending replacement unit.
22807 22766 26545 25269	8/15/16 8/13/16 9/30/16 9/19/16	9/2/16 Captions 8/25/16 Captions 10/10/16 Captions 9/19/16 Captions	Slow to start Slow to start Slow to start	customer unresponsive, will provide additional support when customer calls in for assistance phone is faulty, sending replacement unit. after trouble shooting with the customer, no issue could be found. Customer was satisfied.
22807 22766 26545	8/15/16 8/13/16 9/30/16	9/2/16 Captions 8/25/16 Captions 10/10/16 Captions	Slow to start Slow to start	customer unresponsive, will provide additional support when customer calls in for assistance phone is faulty, sending replacement unit. after trouble shooting with the customer, no issue could be found. Customer was satisfied. after trouble shooting with the customer, no issue could be found. Customer was satisfied.
22807 22766 26545 25269	8/15/16 8/13/16 9/30/16 9/19/16	9/2/16 Captions 8/25/16 Captions 10/10/16 Captions 9/19/16 Captions	Slow to start Slow to start Slow to start	customer unresponsive, will provide additional support when customer calls in for assistance phone is faulty, sending replacement unit. after trouble shooting with the customer, no issue could be found. Customer was satisfied.
22807 22766 26545 25269	8/15/16 8/13/16 9/30/16 9/19/16	9/2/16 Captions 8/25/16 Captions 10/10/16 Captions 9/19/16 Captions	Slow to start Slow to start Slow to start	customer unresponsive, will provide additional support when customer calls in for assistance phone is faulty, sending replacement unit. after trouble shooting with the customer, no issue could be found. Customer was satisfied. after trouble shooting with the customer, no issue could be found. Customer was satisfied.
22807 22766 26545 25269 28705	8/15/16 8/13/16 9/30/16 9/19/16 10/24/16	9/2/16 Captions 8/25/16 Captions 10/10/16 Captions 9/19/16 Captions 10/24/16 Captions	Slow to start Slow to start Slow to start Slow to start	customer unresponsive, will provide additional support when customer calls in for assistance phone is faulty, sending replacement unit. after trouble shooting with the customer, no issue could be found. Customer was satisfied. after trouble shooting with the customer, no issue could be found. Customer was satisfied. Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on
22807 22766 26545 25269 28705	8/15/16 8/13/16 9/30/16 9/19/16 10/24/16	9/2/16 Captions 8/25/16 Captions 10/10/16 Captions 9/19/16 Captions 10/24/16 Captions	Slow to start	customer unresponsive, will provide additional support when customer calls in for assistance phone is faulty, sending replacement unit. after trouble shooting with the customer, no issue could be found. Customer was satisfied. after trouble shooting with the customer, no issue could be found. Customer was satisfied. Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management. Resolved customer's network issue
22807 22766 26545 25269 28705 27422 26957	8/15/16 8/13/16 9/30/16 9/19/16 10/24/16 10/11/16 10/5/16	9/2/16 Captions 8/25/16 Captions 10/10/16 Captions 9/19/16 Captions 10/24/16 Captions 10/11/16 Captions 10/20/16 Captions	Slow to start	customer unresponsive, will provide additional support when customer calls in for assistance phone is faulty, sending replacement unit. after trouble shooting with the customer, no issue could be found. Customer was satisfied. after trouble shooting with the customer, no issue could be found. Customer was satisfied. Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management. Resolved customer's network issue Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on
22807 22766 26545 25269 28705 27422 26957	8/15/16 8/13/16 9/30/16 9/19/16 10/24/16 10/11/16 10/5/16 11/29/16	9/2/16 Captions 8/25/16 Captions 10/10/16 Captions 9/19/16 Captions 10/24/16 Captions 10/11/16 Captions 10/20/16 Captions 11/29/16 Captions	Slow to start	customer unresponsive, will provide additional support when customer calls in for assistance phone is faulty, sending replacement unit. after trouble shooting with the customer, no issue could be found. Customer was satisfied. after trouble shooting with the customer, no issue could be found. Customer was satisfied. Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management. Resolved customer's network issue Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management.
22807 22766 26545 25269 28705 27422 26957 33135 32663	8/15/16 8/13/16 9/30/16 9/19/16 10/24/16 10/11/16 10/5/16 11/29/16 11/23/16	9/2/16 Captions 8/25/16 Captions 10/10/16 Captions 9/19/16 Captions 10/24/16 Captions 10/11/16 Captions 10/20/16 Captions 11/29/16 Captions 11/29/16 Captions	Slow to start	customer unresponsive, will provide additional support when customer calls in for assistance phone is faulty, sending replacement unit. after trouble shooting with the customer, no issue could be found. Customer was satisfied. after trouble shooting with the customer, no issue could be found. Customer was satisfied. Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management. Resolved customer's network issue Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management. after trouble shooting with the customer, no issue could be found. Customer was satisfied.
22807 22766 26545 25269 28705 27422 26957 33135 32663 32424	8/15/16 8/13/16 9/30/16 9/19/16 10/24/16 10/11/16 10/5/16 11/29/16 11/23/16 11/22/16	9/2/16 Captions 8/25/16 Captions 10/10/16 Captions 9/19/16 Captions 10/24/16 Captions 10/20/16 Captions 10/20/16 Captions 11/29/16 Captions 11/23/16 Captions 11/23/16 Captions	Slow to start	customer unresponsive, will provide additional support when customer calls in for assistance phone is faulty, sending replacement unit. after trouble shooting with the customer, no issue could be found. Customer was satisfied. after trouble shooting with the customer, no issue could be found. Customer was satisfied. Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management. Resolved customer's network issue Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management. after trouble shooting with the customer, no issue could be found. Customer was satisfied. Resolved customer's network issue
22807 22766 26545 25269 28705 27422 26957 33135 32663	8/15/16 8/13/16 9/30/16 9/19/16 10/24/16 10/11/16 10/5/16 11/29/16 11/23/16 11/22/16 11/8/16	9/2/16 Captions 8/25/16 Captions 10/10/16 Captions 9/19/16 Captions 10/24/16 Captions 10/11/16 Captions 10/20/16 Captions 11/29/16 Captions 11/29/16 Captions	Slow to start	customer unresponsive, will provide additional support when customer calls in for assistance phone is faulty, sending replacement unit. after trouble shooting with the customer, no issue could be found. Customer was satisfied. after trouble shooting with the customer, no issue could be found. Customer was satisfied. Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management. Resolved customer's network issue Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management. after trouble shooting with the customer, no issue could be found. Customer was satisfied.
22807 22766 26545 25269 28705 27422 26957 33135 32663 32424	8/15/16 8/13/16 9/30/16 9/19/16 10/24/16 10/11/16 10/5/16 11/29/16 11/23/16 11/22/16	9/2/16 Captions 8/25/16 Captions 10/10/16 Captions 9/19/16 Captions 10/24/16 Captions 10/20/16 Captions 10/20/16 Captions 11/29/16 Captions 11/23/16 Captions 11/23/16 Captions	Slow to start	customer unresponsive, will provide additional support when customer calls in for assistance phone is faulty, sending replacement unit. after trouble shooting with the customer, no issue could be found. Customer was satisfied. after trouble shooting with the customer, no issue could be found. Customer was satisfied. Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management. Resolved customer's network issue Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management. after trouble shooting with the customer, no issue could be found. Customer was satisfied. Resolved customer's network issue
22807 22766 26545 25269 28705 27422 26957 33135 32663 32424 30446	8/15/16 8/13/16 9/30/16 9/19/16 10/24/16 10/11/16 10/5/16 11/29/16 11/23/16 11/22/16 11/8/16	9/2/16 Captions 8/25/16 Captions 10/10/16 Captions 9/19/16 Captions 10/24/16 Captions 10/20/16 Captions 10/20/16 Captions 11/29/16 Captions 11/23/16 Captions 11/22/16 Captions 11/28/16 Captions	Slow to start	customer unresponsive, will provide additional support when customer calls in for assistance phone is faulty, sending replacement unit. after trouble shooting with the customer, no issue could be found. Customer was satisfied. after trouble shooting with the customer, no issue could be found. Customer was satisfied. Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management. Resolved customer's network issue Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management. after trouble shooting with the customer, no issue could be found. Customer was satisfied. Resolved customer's network issue Resolved customer's network issue
22807 22766 26545 25269 28705 27422 26957 33135 32663 32424 30446 36410	8/15/16 8/13/16 9/30/16 9/19/16 10/24/16 10/11/16 10/5/16 11/29/16 11/23/16 11/22/16 11/8/16	9/2/16 Captions 8/25/16 Captions 10/10/16 Captions 9/19/16 Captions 10/24/16 Captions 10/24/16 Captions 10/20/16 Captions 11/29/16 Captions 11/23/16 Captions 11/22/16 Captions 11/8/16 Captions 12/20/16 Captions	Slow to start	customer unresponsive, will provide additional support when customer calls in for assistance phone is faulty, sending replacement unit. after trouble shooting with the customer, no issue could be found. Customer was satisfied. after trouble shooting with the customer, no issue could be found. Customer was satisfied. Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management. Resolved customer's network issue Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management. after trouble shooting with the customer, no issue could be found. Customer was satisfied. Resolved customer's network issue Resolved customer's network issue after restarting the phone, issues were resovled. Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on
22807 22766 26545 25269 28705 27422 26957 33135 32663 32424 30446	8/15/16 8/13/16 9/30/16 9/19/16 10/24/16 10/11/16 10/5/16 11/29/16 11/23/16 11/22/16 11/8/16	9/2/16 Captions 8/25/16 Captions 10/10/16 Captions 9/19/16 Captions 10/24/16 Captions 10/20/16 Captions 10/20/16 Captions 11/29/16 Captions 11/23/16 Captions 11/22/16 Captions 11/28/16 Captions	Slow to start	customer unresponsive, will provide additional support when customer calls in for assistance phone is faulty, sending replacement unit. after trouble shooting with the customer, no issue could be found. Customer was satisfied. after trouble shooting with the customer, no issue could be found. Customer was satisfied. Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management. Resolved customer's network issue Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management. after trouble shooting with the customer, no issue could be found. Customer was satisfied. Resolved customer's network issue Resolved customer's network issue after restarting the phone, issues were resovled. Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management.
22807 22766 26545 25269 28705 27422 26957 33135 32663 32424 30446 36410	8/15/16 8/13/16 9/30/16 9/19/16 10/24/16 10/5/16 11/29/16 11/23/16 11/22/16 11/8/16 12/20/16 12/7/16	9/2/16 Captions 8/25/16 Captions 10/10/16 Captions 10/19/16 Captions 10/24/16 Captions 10/24/16 Captions 10/20/16 Captions 11/29/16 Captions 11/29/16 Captions 11/22/16 Captions 11/22/16 Captions 11/20/16 Captions 11/20/16 Captions 12/20/16 Captions	Slow to start	customer unresponsive, will provide additional support when customer calls in for assistance phone is faulty, sending replacement unit. after trouble shooting with the customer, no issue could be found. Customer was satisfied. after trouble shooting with the customer, no issue could be found. Customer was satisfied. Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management. Resolved customer's network issue Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management. after trouble shooting with the customer, no issue could be found. Customer was satisfied. Resolved customer's network issue Resolved customer's network issue after restarting the phone, issues were resovled. Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management. Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management.
22807 22766 26545 25269 28705 27422 26957 33135 32663 32424 30446 36410 34446	8/15/16 8/13/16 9/30/16 9/19/16 10/24/16 10/11/16 10/5/16 11/29/16 11/23/16 11/22/16 11/8/16 12/20/16 12/7/16	9/2/16 Captions 8/25/16 Captions 10/10/16 Captions 10/19/16 Captions 10/24/16 Captions 10/24/16 Captions 10/20/16 Captions 11/29/16 Captions 11/29/16 Captions 11/29/16 Captions 11/22/16 Captions 11/20/16 Captions 12/20/16 Captions 12/20/16 Captions	Slow to start	customer unresponsive, will provide additional support when customer calls in for assistance phone is faulty, sending replacement unit. after trouble shooting with the customer, no issue could be found. Customer was satisfied. after trouble shooting with the customer, no issue could be found. Customer was satisfied. Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management. Resolved customer's network issue Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management. after trouble shooting with the customer, no issue could be found. Customer was satisfied. Resolved customer's network issue Resolved customer's network issue after restarting the phone, issues were resovled. Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management. Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management.
22807 22766 26545 25269 28705 27422 26957 33135 32663 32424 30446 36410 34446	8/15/16 8/13/16 9/30/16 9/19/16 10/24/16 10/5/16 11/29/16 11/23/16 11/22/16 11/8/16 12/20/16 12/7/16 1/27/17	9/2/16 Captions 8/25/16 Captions 10/10/16 Captions 10/14/16 Captions 10/24/16 Captions 10/24/16 Captions 10/24/16 Captions 10/20/16 Captions 11/29/16 Captions 11/23/16 Captions 11/22/16 Captions 11/21/16 Captions 12/20/16 Captions 12/7/16 Captions	Slow to start	customer unresponsive, will provide additional support when customer calls in for assistance phone is faulty, sending replacement unit. after trouble shooting with the customer, no issue could be found. Customer was satisfied. after trouble shooting with the customer, no issue could be found. Customer was satisfied. Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management. Resolved customer's network issue Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management. after trouble shooting with the customer, no issue could be found. Customer was satisfied. Resolved customer's network issue Resolved customer's network issue after restarting the phone, issues were resovled. Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management. Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management. Customer unresponsive, will provide additional support when customer calls in for assistance
22807 22766 26545 25269 28705 27422 26957 33135 32663 32424 30446 36410 34446	8/15/16 8/13/16 9/30/16 9/19/16 10/24/16 10/11/16 10/5/16 11/29/16 11/23/16 11/22/16 11/8/16 12/20/16 12/7/16	9/2/16 Captions 8/25/16 Captions 10/10/16 Captions 10/19/16 Captions 10/24/16 Captions 10/24/16 Captions 10/20/16 Captions 11/29/16 Captions 11/29/16 Captions 11/29/16 Captions 11/22/16 Captions 11/20/16 Captions 12/20/16 Captions 12/20/16 Captions	Slow to start	customer unresponsive, will provide additional support when customer calls in for assistance phone is faulty, sending replacement unit. after trouble shooting with the customer, no issue could be found. Customer was satisfied. after trouble shooting with the customer, no issue could be found. Customer was satisfied. Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management. Resolved customer's network issue Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management. after trouble shooting with the customer, no issue could be found. Customer was satisfied. Resolved customer's network issue Resolved customer's network issue after restarting the phone, issues were resovled. Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management. Customer unhappy with answer speed of captioner. Thanked them for their feedback and passed on complaint to management.
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46359	3/8/17	3/8/17 Captions	Slow to start	Customer was unhappy with the speed of captioning. Information was passed on to management.
				Customer's ISP needed to swap out old equipment at the customer's residence and update. After
45684	3/3/17	3/9/17 Captions	Slow to start	updating, all issues were resolved.
59005	5/23/17	6/6/17 Captions	Slow to start	Customer was unhappy with the speed of captioning. Information was passed on to management.
58648	5/21/17	5/21/17 Captions	Slow to start	Resolved customer's network issue
58210	5/18/17	5/18/17 Captions	Slow to start	Resolved customer's network issue
57928	5/16/17	5/17/17 Captions	Slow to start	resolved customer's network issue
55342	5/2/17		Slow to start	
		5/2/17 Captions		Customer was unhappy with the speed of captioning. Information was passed on to management.
55167	5/1/17	5/1/17 Captions	Slow to start	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
19805	6/28/16	8/3/16 Captions	Stopping during calls	After reaching out for support, customer confirmed issue has resolved iself.
19516	6/22/16	6/24/16 Captions	Stopping during calls	Resolved Custoner's Network Issue
				Customer was unhappy with the interface on mobile app and was unhappy that on a call, captions
21830	7/30/16	8/29/16 Captions	Stopping during calls	stopped after about 5 minutes. Provided additional training to the customer. Customer was satisfie
21247	7/22/16	8/4/16 Captions	Stopping during calls	After reaching out for support, customer confirmed issue has resolved iself.
21131	7/20/16	7/20/16 Captions	Stopping during calls	resolved customer's wifi network issue.
21056	7/20/16	8/9/16 Captions	Stopping during calls	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
20961	7/18/16	7/18/16 Captions	Stopping during calls	resolved customer's wifi network issue.
	.,,	.,,		Customer was experiencing network connection issues. Customer is using two range extenders and
20898	7/18/16	8/16/16 Captions	Stopping during calls	their network is unstable. Sent technician onsite to further assist and resolved the issue.
20878	7/16/16	7/16/16 Captions	Stopping during calls	resolved customer's network connection.
20868	7/15/16	10/26/16 Captions	Stopping during calls	Customer unhappy with the service. Started the process to return the phone.
23923	8/30/16	8/30/16 Captions	Stopping during calls	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
				Customer's issues are mixed. Partial issue due to using Magic Jack. Powercycling the phone resolved
23337	8/22/16	9/9/16 Captions	Stopping during calls	the other issue.
22971	8/16/16	8/16/16 Captions	Stopping during calls	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
22386	8/8/16	8/8/16 Captions	Stopping during calls	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
26433	9/29/16	10/4/16 Captions	Stopping during calls	After providing additional training to the cutomer, issues were resolved and customer was satisfied.
26390	9/28/16	12/16/16 Captions	Stopping during calls	phone was faulty, replacement unit was shipped to customer.
25558	9/20/16	9/21/16 Captions	Stopping during calls	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
20000	3,20,10	3, 21, 10 Captions		Customer was unhappy that when placed on hold by a business for a long period of time, captions
28088	10/17/16	10/18/16 Captions	Stopping during calls	disconnect. Provided additional training to customer on how to restart captioning.
27573	10/12/16	10/12/16 Captions	Stopping during calls	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
27576	10/12/16	10/21/16 Captions	Stopping during calls	phone was faulty, replacement unit was shipped to customer.
27284	10/10/16	10/10/16 Captions	Stopping during calls	After powercycling phone, all issues were resolved.
32065	11/18/16	11/18/16 Captions	Stopping during calls	After resetting the phone, issues were resolved.
31345	11/13/16	11/13/16 Captions	Stopping during calls	Resolved Custoner's Network Issue
30325	11/7/16	11/13/16 Captions	Stopping during calls	after powercycling phone, all issues were resolved.
37345	12/30/16	12/30/16 Captions	Stopping during calls	Customer unhappy that during the call, the caption agent changed.
36849	12/26/16	12/26/16 Captions	Stopping during calls	Customer unhappy captions stopped during call. Trained the customer on how to restart captioning
36521	12/21/16	12/21/16 Captions	Stopping during calls	Customer unhappy captions stopped during call. Trained the customer on how to restart captioning
36441	12/20/16	12/20/16 Captions	Stopping during calls	Customer unhappy captions stopped during call. Trained the customer on how to restart captioning
36294	12/19/16	12/29/16 Captions	Stopping during calls	customer unresponsive. Will provide additional trouble shooting tips if customer calls back in.
36016	12/16/16	12/29/16 Captions	Stopping during calls	customer unresponsive. Will provide additional trouble shooting tips if customer calls back in.
				Customer was having wifi issues, shipped ethernet cable to customer so that the phone could be har
35898	12/15/16	12/29/16 Captions	Stopping during calls	wired into the router.
				Customer became unresponsive for assistance to resolve. Will provide additional trouble shooting ti
33972	12/5/16	12/22/16 Captions	Stopping during calls	if customer reaches back out for support.
41153	1/31/17	1/31/17 Captions	Stopping during calls	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
			,, ,	Provided additional training to customer on switching from one phone to their caption phone. There
40919	1/29/17	1/31/17 Captions	Stopping during calls	has been no further dialogue with the customer.
				<u> </u>
40203	1/24/17	1/24/17 Captions	Stopping during calls	Provided trouble shooting tips to the customer.
39870	1/22/17	1/22/17 Captions	Stopping during calls	Resolved Custoner's Network Issue
39563	1/19/17	1/19/17 Captions	Stopping during calls	resolved firewall issue.
39374	1/18/17	2/3/17 Captions	Stopping during calls	customer unresponsive. Will provide additional trouble shooting tips if customer calls back in.
45302	2/28/17	2/28/17 Captions	Stopping during calls	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
45210	2/28/17	2/28/17 Captions	Stopping during calls	Resolved Custoner's Network Issue
44965	2/26/17	2/26/17 Captions	Stopping during calls	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
44454	2/22/17	2/22/17 Captions	Stopping during calls	customer unhappy with the speed of captioning. Thank for the customer for their feedback.
	2/22/17			after trouble shooting with the customer, no issue could be found. Customer was satisfied.
43840		2/17/17 Captions	Stopping during calls	
43736	2/17/17	2/17/17 Captions	Stopping during calls	Customer's internet was down. After reconnecting internet, issue was resolved.
41395	2/1/17	2/1/17 Captions	Stopping during calls	Customer unhappy with the accuracy of captioning. Thanked the customer for their feedback.
49454	3/28/17	5/15/17 Captions	Stopping during calls	Customer was using a mifi device for internet connection. Resulted in unstable network connection.
48095	3/20/17	3/27/17 Captions	Stopping during calls	Performed software update and restarted the phone. Issues were resolved.
47819	3/17/17	3/22/17 Captions	Stopping during calls	customer unresponsive. Will provide additional trouble shooting tips if customer calls back in.
				Customer unhappy the CA disconnected while on a long hold with a business. Trained the customer
47622	3/16/17	3/20/17 Captions	Stopping during calls	how to restart captioning if it happens again.
	3/7/17	4/12/17 Captions	Stopping during calls	Customer's issues were resolved before reaching out to them. Customer is satisfied.
46710	J///1/		Stopping during calls Stopping during calls	
46219		A/27/17 Cantions		phone was faulty, replacement unit was shipped to customer.
46035	3/6/17	4/27/17 Captions		Provided trouble cheeting tips to the systems a
46035 54406	3/6/17 4/26/17	4/26/17 Captions	Stopping during calls	Provided trouble shooting tips to the customer.
46035	3/6/17			customer unresponsive. Will provide additional trouble shooting tips if customer calls back in.
46035 54406	3/6/17 4/26/17	4/26/17 Captions	Stopping during calls	customer unresponsive. Will provide additional trouble shooting tips if customer calls back in.
46035 54406	3/6/17 4/26/17	4/26/17 Captions	Stopping during calls	customer unresponsive. Will provide additional trouble shooting tips if customer calls back in.
46035 54406 54514	3/6/17 4/26/17 4/26/17	4/26/17 Captions 5/11/17 Captions	Stopping during calls Stopping during calls	customer unresponsive. Will provide additional trouble shooting tips if customer calls back in. Rebooted the customer's router, performed a reset to the phone, and performed additional trouble shooting, issues were resolved.
46035 54406 54514	3/6/17 4/26/17 4/26/17	4/26/17 Captions 5/11/17 Captions	Stopping during calls Stopping during calls	customer unresponsive. Will provide additional trouble shooting tips if customer calls back in. Rebooted the customer's router, performed a reset to the phone, and performed additional trouble shooting, issues were resolved.
46035 54406 54514 53527 50895	3/6/17 4/26/17 4/26/17 4/21/17	4/26/17 Captions 5/11/17 Captions 5/1/17 Captions 5/21/17 Captions	Stopping during calls Stopping during calls Stopping during calls Stopping during calls	customer unresponsive. Will provide additional trouble shooting tips if customer calls back in. Rebooted the customer's router, performed a reset to the phone, and performed additional trouble shooting, issues were resolved. Customer unhappy the CA disconnected while on a long hold with a business. Trained the customer how to restart captioning if it happens again.
46035 54406 54514 53527 50895 60086	3/6/17 4/26/17 4/26/17 4/21/17 4/5/17 5/30/17	4/26/17 Captions 5/11/17 Captions 5/1/17 Captions 5/21/17 Captions 5/30/17 Captions	Stopping during calls	customer unresponsive. Will provide additional trouble shooting tips if customer calls back in. Rebooted the customer's router, performed a reset to the phone, and performed additional trouble shooting, issues were resolved. Customer unhappy the CA disconnected while on a long hold with a business. Trained the customer how to restart captioning if it happens again. after trouble shooting with the customer, no issue could be found. Customer was satisfied.
46035 54406 54514 53527 50895	3/6/17 4/26/17 4/26/17 4/21/17	4/26/17 Captions 5/11/17 Captions 5/1/17 Captions 5/21/17 Captions	Stopping during calls Stopping during calls Stopping during calls Stopping during calls	customer unresponsive. Will provide additional trouble shooting tips if customer calls back in. Rebooted the customer's router, performed a reset to the phone, and performed additional trouble shooting, issues were resolved. Customer unhappy the CA disconnected while on a long hold with a business. Trained the customer how to restart captioning if it happens again. after trouble shooting with the customer, no issue could be found. Customer was satisfied. phone was faulty, replacement unit was shipped to customer.
46035 54406 54514 53527 50895 60086 58442	3/6/17 4/26/17 4/26/17 4/21/17 4/5/17 5/30/17 5/19/17	4/26/17 Captions 5/11/17 Captions 5/1/17 Captions 5/21/17 Captions 5/20/17 Captions 5/30/17 Captions 5/19/17 Captions	Stopping during calls	customer unresponsive. Will provide additional trouble shooting tips if customer calls back in. Rebooted the customer's router, performed a reset to the phone, and performed additional trouble shooting, issues were resolved. Customer unhappy the CA disconnected while on a long hold with a business. Trained the customer how to restart captioning if it happens again. after trouble shooting with the customer, no issue could be found. Customer was satisfied. phone was faulty, replacement unit was shipped to customer. After trouble shooting with the customer, the customer became unresponsive for further assistance
46035 54406 54514 53527 50895 60086	3/6/17 4/26/17 4/26/17 4/21/17 4/5/17 5/30/17 5/19/17 5/18/17	4/26/17 Captions 5/11/17 Captions 5/11/17 Captions 5/21/17 Captions 5/30/17 Captions 5/19/17 Captions 6/5/17 Captions	Stopping during calls	customer unresponsive. Will provide additional trouble shooting tips if customer calls back in. Rebooted the customer's router, performed a reset to the phone, and performed additional trouble shooting, issues were resolved. Customer unhappy the CA disconnected while on a long hold with a business. Trained the customer how to restart captioning if it happens again. after trouble shooting with the customer, no issue could be found. Customer was satisfied. phone was faulty, replacement unit was shipped to customer.
46035 54406 54514 53527 50895 60086 58442	3/6/17 4/26/17 4/26/17 4/21/17 4/5/17 5/30/17 5/19/17	4/26/17 Captions 5/11/17 Captions 5/1/17 Captions 5/21/17 Captions 5/20/17 Captions 5/30/17 Captions 5/19/17 Captions	Stopping during calls	customer unresponsive. Will provide additional trouble shooting tips if customer calls back in. Rebooted the customer's router, performed a reset to the phone, and performed additional trouble shooting, issues were resolved. Customer unhappy the CA disconnected while on a long hold with a business. Trained the customer how to restart captioning if it happens again. after trouble shooting with the customer, no issue could be found. Customer was satisfied. phone was faulty, replacement unit was shipped to customer. After trouble shooting with the customer, the customer became unresponsive for further assistance
46035 54406 54514 53527 50895 60086 58442 58347 57723	3/6/17 4/26/17 4/26/17 4/21/17 4/5/17 5/30/17 5/19/17 5/18/17 5/15/17	4/26/17 Captions 5/11/17 Captions 5/11/17 Captions 5/21/17 Captions 5/30/17 Captions 5/19/17 Captions 6/5/17 Captions 5/17/17 Captions	Stopping during calls	customer unresponsive. Will provide additional trouble shooting tips if customer calls back in. Rebooted the customer's router, performed a reset to the phone, and performed additional trouble shooting, issues were resolved. Customer unhappy the CA disconnected while on a long hold with a business. Trained the customer how to restart captioning if it happens again. after trouble shooting with the customer, no issue could be found. Customer was satisfied. phone was faulty, replacement unit was shipped to customer. After trouble shooting with the customer, the customer became unresponsive for further assistance Will provide additional support if the customer reaches back out.
46035 54406 54514 53527 50895 60086 58442	3/6/17 4/26/17 4/26/17 4/21/17 4/5/17 5/30/17 5/19/17 5/18/17	4/26/17 Captions 5/11/17 Captions 5/11/17 Captions 5/21/17 Captions 5/30/17 Captions 5/19/17 Captions 6/5/17 Captions	Stopping during calls	customer unresponsive. Will provide additional trouble shooting tips if customer calls back in. Rebooted the customer's router, performed a reset to the phone, and performed additional trouble shooting, issues were resolved. Customer unhappy the CA disconnected while on a long hold with a business. Trained the customer how to restart captioning if it happens again. after trouble shooting with the customer, no issue could be found. Customer was satisfied. phone was faulty, replacement unit was shipped to customer. After trouble shooting with the customer, the customer became unresponsive for further assistance Will provide additional support if the customer reaches back out. after trouble shooting with the customer, no issue could be found. Customer was satisfied. after trouble shooting with the customer, no issue could be found. Customer was satisfied.
46035 54406 54514 53527 50895 60086 58442 58347 57723 55744	3/6/17 4/26/17 4/26/17 4/21/17 4/5/17 5/30/17 5/19/17 5/18/17 5/15/17 5/3/17	4/26/17 Captions 5/11/17 Captions 5/11/17 Captions 5/21/17 Captions 5/30/17 Captions 5/19/17 Captions 6/5/17 Captions 5/17/17 Captions 5/3/17 Captions	Stopping during calls	customer unresponsive. Will provide additional trouble shooting tips if customer calls back in. Rebooted the customer's router, performed a reset to the phone, and performed additional trouble shooting, issues were resolved. Customer unhappy the CA disconnected while on a long hold with a business. Trained the customer how to restart captioning if it happens again. after trouble shooting with the customer, no issue could be found. Customer was satisfied. phone was faulty, replacement unit was shipped to customer. After trouble shooting with the customer, the customer became unresponsive for further assistance Will provide additional support if the customer reaches back out. after trouble shooting with the customer, no issue could be found. Customer was satisfied. after trouble shooting with the customer, no issue could be found. Customer was satisfied. Shipped customer a splitter, customer became unresponsive for further assistance. Will provide
46035 54406 54514 53527 50895 60086 58442 58347 57723	3/6/17 4/26/17 4/26/17 4/21/17 4/5/17 5/30/17 5/19/17 5/18/17 5/15/17	4/26/17 Captions 5/11/17 Captions 5/11/17 Captions 5/21/17 Captions 5/30/17 Captions 5/19/17 Captions 6/5/17 Captions 5/17/17 Captions	Stopping during calls	customer unresponsive. Will provide additional trouble shooting tips if customer calls back in. Rebooted the customer's router, performed a reset to the phone, and performed additional trouble shooting, issues were resolved. Customer unhappy the CA disconnected while on a long hold with a business. Trained the customer how to restart captioning if it happens again. after trouble shooting with the customer, no issue could be found. Customer was satisfied. phone was faulty, replacement unit was shipped to customer. After trouble shooting with the customer, the customer became unresponsive for further assistance Will provide additional support if the customer reaches back out. after trouble shooting with the customer, no issue could be found. Customer was satisfied. after trouble shooting with the customer, no issue could be found. Customer was satisfied. Shipped customer a splitter, customer became unresponsive for further assistance. Will provide additional trouble shooting tips to the customer if they reach out for support.
46035 54406 54514 53527 50895 60086 58442 58347 57723 55744	3/6/17 4/26/17 4/26/17 4/21/17 4/5/17 5/30/17 5/19/17 5/18/17 5/15/17 5/3/17	4/26/17 Captions 5/11/17 Captions 5/11/17 Captions 5/21/17 Captions 5/30/17 Captions 5/30/17 Captions 5/19/17 Captions 6/5/17 Captions 5/17/17 Captions 5/3/17 Captions 9/22/16 Captions	Stopping during calls Too far behind conversation/lagging	customer unresponsive. Will provide additional trouble shooting tips if customer calls back in. Rebooted the customer's router, performed a reset to the phone, and performed additional trouble shooting, issues were resolved. Customer unhappy the CA disconnected while on a long hold with a business. Trained the customer how to restart captioning if it happens again. after trouble shooting with the customer, no issue could be found. Customer was satisfied. phone was faulty, replacement unit was shipped to customer. After trouble shooting with the customer, the customer became unresponsive for further assistance Will provide additional support if the customer reaches back out. after trouble shooting with the customer, no issue could be found. Customer was satisfied. after trouble shooting with the customer, no issue could be found. Customer was satisfied. Shipped customer a splitter, customer became unresponsive for further assistance. Will provide additional trouble shooting tips to the customer if they reach out for support. software updated resulted in enterprise firewall issues. Worked with enterprise IT to fix the issue.
46035 54406 54514 53527 50895 60086 58442 58347 57723 55744	3/6/17 4/26/17 4/26/17 4/21/17 4/5/17 5/30/17 5/19/17 5/18/17 5/15/17 5/3/17	4/26/17 Captions 5/11/17 Captions 5/11/17 Captions 5/21/17 Captions 5/30/17 Captions 5/19/17 Captions 6/5/17 Captions 5/17/17 Captions 5/3/17 Captions	Stopping during calls	customer unresponsive. Will provide additional trouble shooting tips if customer calls back in. Rebooted the customer's router, performed a reset to the phone, and performed additional trouble shooting, issues were resolved. Customer unhappy the CA disconnected while on a long hold with a business. Trained the customer how to restart captioning if it happens again. after trouble shooting with the customer, no issue could be found. Customer was satisfied. phone was faulty, replacement unit was shipped to customer. After trouble shooting with the customer, the customer became unresponsive for further assistance will provide additional support if the customer reaches back out. after trouble shooting with the customer, no issue could be found. Customer was satisfied. after trouble shooting with the customer, no issue could be found. Customer was satisfied. Shipped customer a splitter, customer became unresponsive for further assistance. Will provide additional trouble shooting tips to the customer if they reach out for support.

23905	8/30/16	8/30/16 Captions	Too far behind conversation/lagging	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
				Customer unhappy with the speed of captioning. Thanked the customer for their feedback and passed
23617	8/25/16	9/1/16 Captions	Too far behind conversation/lagging	the information on.
25522	9/20/16	9/22/16 Captions	Too far behind conversation/lagging	Enterprise account with firewall issues. IT POC was able to resolve the issue on the customer's end.
25521	9/20/16	9/22/16 Captions	Too far behind conversation/lagging	Enterprise account with firewall issues. IT POC was able to resolve the issue on the customer's end.
25519	9/20/16	9/22/16 Captions	Too far behind conversation/lagging	Enterprise account with firewall issues. IT POC was able to resolve the issue on the customer's end.
25500	9/20/16	9/27/16 Captions	Too far behind conversation/lagging	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
25338	9/19/16	11/7/16 Captions	Too far behind conversation/lagging	Firewall issues require IT POC support.
24849	9/14/16	9/22/16 Captions	Too far behind conversation/lagging	Enterprise account with firewall issues. IT POC was able to resolve the issue on the customer's end.
				Customer unhappy with the speed of captioning. Thanked the customer for their feedback and passed
29456	10/31/16	10/31/16 Captions	Too far behind conversation/lagging	the information on.
28291	10/19/16	10/19/16 Captions	Too far behind conversation/lagging	Resolved customer's wifi connection
28177	10/18/16	11/8/16 Captions	Too far behind conversation/lagging	Enterprise IT POC helped trouble shoot the issue. After troubleshooting, no issue could be found.
				Customer unhappy with the speed of captioning. Thanked the customer for their feedback and passed
27047	10/6/16	10/26/16 Captions	Too far behind conversation/lagging	the information on.
32915	11/28/16	11/28/16 Captions	Too far behind conversation/lagging	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
				Customer unhappy with the speed of captioning. Thanked the customer for their feedback and passed
34987	12/10/16	12/19/16 Captions	Too far behind conversation/lagging	the information on.
34892	12/10/16	12/13/16 Captions	Too far behind conversation/lagging	Customer's captions are disconnecting. Issue with customer's DSL.
38196	1/9/17	1/10/17 Captions	Too far behind conversation/lagging	phone was faulty, shipped customer a replacement phone.
				Customer unhappy with the speed of captioning. Thanked the customer for their feedback and passed
44268	2/21/17	2/21/17 Captions	Too far behind conversation/lagging	the information on.
43986	2/19/17	2/19/17 Captions	Too far behind conversation/lagging	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
		- / /		Customer unhappy with the speed of captioning. Thanked the customer for their feedback and passed
43498	2/15/17	2/21/17 Captions	Too far behind conversation/lagging	the information on.
40540	2/0/47	2/14/17 0- ::	Too for hobir decreases " " .	Customer unhappy with the speed of captioning. Thanked the customer for their feedback and passed
42512	2/9/17	2/14/17 Captions	Too far behind conversation/lagging	the information on.
42200	2/0/47	2/14/17 C	Too for hobing on a series //	Customer unhappy with the speed of captioning. Thanked the customer for their feedback and passed
42306	2/8/17	2/14/17 Captions	Too far behind conversation/lagging	the information on.
42270	2/7/17	2/16/17 Captions	Too far behind conversation/lagging	resolved customer's network connection
49715	3/29/17	3/30/17 Captions	Too far behind conversation/lagging	customer unhappy with the speed of captioning. Thank for the customer for their feedback.
40747	2/20/47	4/20/17 C+:	To a fee body and a consequent to a flag and a	Customer unhappy with the speed of captioning. Thanked the customer for their feedback and passed
49747	3/29/17	4/20/17 Captions	Too far behind conversation/lagging	the information on.
	4/05/47	4/05/47 0 .:		Customer unhappy with the speed of captioning but said it's faster than most TV captioning he
54444	4/26/17	4/26/17 Captions	Too far behind conversation/lagging	watches Thanked the customer for their feedback and passed the information on.
F1704	4/44/47	C E 127 C+i	To a fee body and a consequent to a flag and a	Customer's internet servic was disconnected. Customer will reach back out once internet service is
51794	4/11/17	6/5/17 Captions	Too far behind conversation/lagging	reactivated.
51639	4/10/17	4/12/17 Captions	Too far behind conversation/lagging	After rebooting the phone, issues were resolved.
59913	5/29/17	6/1/17 Captions	Too far behind conversation/lagging	customer unresponsive for further assistance. Will provide additional support if customer reaches out.
58296	5/18/17	5/18/17 Captions	Too far behind conversation/lagging	Customer unhappy with the speed of captioning. Thanked the customer for their feedback and passed the information on.
57734	5/15/17	5/15/17 Captions	Too far behind conversation/lagging	after trouble shooting with the customer, no issue could be found. Customer was satisfied.
37734	3/13/17	3/13/17 Captions	100 fai beriilid conversation/ lagging	Customer unhappy with the speed of captioning. Thanked the customer for their feedback and passed
56696	5/9/17	5/18/17 Captions	Too far behind conversation/lagging	the information on.
30030	3/3/17	3/16/17 Captions	100 far beriniu conversation/ragging	Customer unhappy with the speed of captioning. Thanked the customer for their feedback and passed
55960	5/4/17	5/8/17 Captions	Too far behind conversation/lagging	the information on.
	27 ., =:	2,2,2. 50,000		Customer unhappy with the speed of captioning. Thanked the customer for their feedback and passed
55469	5/2/17	5/2/17 Captions	Too far behind conversation/lagging	the information on.
	-,-,-:	2,2,2, 22,200		After trouble shooting, no issue could be found. Provided additional training to the customer.
23373	8/22/16	8/22/16 Phone	Turns on and off	Customer was satisfied.
35004	12/11/16	12/17/16 Phone	Turns on and off	Doint a reset on the phone and rebooting the modem resolved all issues.
		, .,		Customer says issue no longer occurs. Advised the customer to call back if they experience an issue
38700	1/12/17	1/12/17 Phone	Turns on and off	again.
47198	3/14/17	3/15/17 Phone	Turns on and off	Rebooted phone and did software update. All issues resolved.
46238	3/7/17	4/11/17 Phone	Turns on and off	Sent technician for onsite assistance. Resolved customer's issue and customer was satisfied.
51862	4/11/17	4/12/17 Phone	Turns on and off	After rebooting phone, customer's issues were resolved.
51366	4/7/17	4/12/17 Phone	Turns on and off	After re-seating the phone line and rebooting the phone, issues were resolved.
55410	5/2/17	5/4/17 Phone	Turns on and off	After rebooting the phone and performing a software update, the customer's issues were resolved.
18274	6/1/16	6/1/16 Phone		Customer Care provided troubleshooting tips to customer
18275	6/1/16	6/1/16 Phone		Customer Care provided troubleshooting tips to customer
18318	6/2/16	6/2/16 Phone		Customer Care provided troubleshooting tips to customer
18386	6/3/16	6/3/16 Phone		Customer Care provided troubleshooting tips to customer
18405	6/3/16	6/3/16 Phone		Customer Care provided troubleshooting tips to customer
18474	6/6/16	7/6/16 Phone	Answering machine isn?t taking messages	Sent to Dev. Team for further review
18563	6/7/16	7/27/16 Phone	Answering machine isn?t taking messages	
18616	6/8/16	6/8/16 Phone	Answering machine isn?t taking messages	Sent to Dev. Team for further review
18643	6/9/16	6/9/16 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer
18703	6/10/16	6/14/16 Phone	Answering machine isn?t taking messages	Instructed customer to empty their VM which resolved the issue
18785	6/13/16	6/13/16 Phone	Answering machine isn?t taking messages	Customers issue is with their ISP
18900	6/14/16	6/14/16 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer
18971	6/15/16	6/15/16 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer
18988	6/15/16	6/16/16 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer
19032	6/16/16	6/16/16 Phone	Answering machine isn?t taking messages	Brief tutorial of phone features with customer resolved their issue
19263	6/20/16	6/20/16 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer
19298	6/20/16	6/20/16 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer
19395	6/21/16	6/21/16 Phone	Answering machine isn?t taking messages	Brief tutorial of phone features with customer resolved their issue
19430	6/22/16	7/6/16 Phone	Answering machine isn?t taking messages	Test call resolved customer issue
19529	6/23/16	6/23/16 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer
19578	6/23/16	6/23/16 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer
19594	6/23/16	6/23/16 Phone		Customer Care provided troubleshooting tips to customer
19599	6/23/16	6/23/16 Phone		Customer Care provided troubleshooting tips to customer
19674	6/24/16	6/24/16 Phone	Answering machine isn?t taking messages	
19727	6/27/16	6/29/16 Phone		Brief tutorial of phone features with customer resolved their issue
19717	6/27/16	6/27/16 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer

19720	6/27/16	6/27/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
19813	6/28/16	7/5/16 Phone	Answering machine isn?t taking messages Technical issue identified and corrected
19797	6/28/16	6/29/16 Phone	Answering machine isn?t taking messages Technical issue identified and corrected
19841	6/28/16	8/30/16 Phone	Answering machine isn?t taking messages Brief tutorial of phone features with customer resolved their issue
19902	6/28/16	6/28/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
19908	6/29/16	6/29/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
19943	6/29/16	6/29/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
20004	6/30/16	6/30/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
21656	7/28/16	8/1/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
21484	7/26/16	7/26/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
21436	7/25/16	7/25/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
21373	7/25/16	7/25/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
21426	7/25/16	8/4/16 Phone	Answering machine isn?t taking messages Phone was not the right fit for the customer
21177	7/21/16	7/21/16 Phone	Answering machine isn?t taking messages Technical issue identified and corrected
21092	7/20/16	7/20/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
21046	7/19/16	7/19/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
21037	7/19/16	7/19/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
20974	7/18/16	7/18/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
20915	7/18/16	7/18/16 Phone	Answering machine isn?t taking messages Technical issue identified and corrected
20893	7/17/16	8/24/16 Phone	Answering machine isn?t taking messages Attempts to follow up with customer to resolve their issue were unsuccessful
20846	7/15/16	7/15/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
20840	7/15/16	7/15/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
20830	7/15/16	7/15/16 Phone	Answering machine isn?t taking messages Brief tutorial of phone features with customer resolved their issue
20828	7/15/16	8/16/16 Phone	Answering machine isn?t taking messages Brief tutorial of phone features with customer resolved their issue
20726	7/13/16	7/13/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
20578	7/12/16	7/12/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
20097	7/1/16	7/1/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
20636	7/12/16	7/12/16 Phone	Answering machine isn?t taking messages Attempts to follow up with customer to resolve their issue were unsuccessful
20624	7/12/16	9/14/16 Phone	Answering machine isn?t taking messages Technical issue identified and corrected
20537	7/11/16	7/11/16 Phone	Answering machine isn?t taking messages Technical issue identified and corrected
20520	7/11/16	7/11/16 Phone	Answering machine isn?t taking messages
20502	7/9/16	7/11/16 Phone	Answering machine isn?t taking messages Technical issue identified and corrected
20396	7/7/16	7/7/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
20318	7/6/16	7/6/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
20287	7/6/16	7/6/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
20273	7/6/16	7/6/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
20228	7/5/16	7/5/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
20215	7/5/16	7/5/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
20179	7/5/16	7/5/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
20161	7/5/16	8/24/16 Phone	Answering machine isn?t taking messages Unable to duplicate issue
24076	8/31/16	9/2/16 Phone	Answering machine isn?t taking messages Brief tutorial of phone features with customer resolved their issue
23951	8/30/16	8/30/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
23934	8/30/16	8/30/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
23913	8/30/16	8/30/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
23890	8/29/16 8/25/16	8/29/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
23594		8/25/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
23540	8/24/16 8/24/16	8/24/16 Phone 8/24/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
23474	8/23/16	8/23/16 Phone	Answering machine isn't taking messages Customer Care provided troubleshooting tips to customer Answering machine isn't taking messages Customer Care provided troubleshooting tips to customer
23469	8/23/16	8/23/16 Phone	Answering machine isn't taking messages Customer care provided troubleshooting tips to customer Answering machine isn't taking messages Brief tutorial of phone features with customer resolved their issue
23464	8/23/16	8/23/16 Phone	Answering machine isn't taking messages Customer Care provided troubleshooting tips to customer Answering machine isn't taking messages Customer Care provided troubleshooting tips to customer
23396	8/22/16	8/22/16 Phone	Answering machine isn't taking messages Customer Care provided troubleshooting tips to customer Answering machine isn't taking messages Customer Care provided troubleshooting tips to customer
23348	8/22/16	8/22/16 Phone	Answering machine isn't taking messages Customer care provided troubleshooting tips to customer Answering machine isn't taking messages Brief tutorial of phone features with customer resolved their issue
23319	8/22/16	8/22/16 Phone	Answering machine isn't taking messages Brief tutorial of phone features with customer resolved their issue
23296			Answering machine isn't taking messages Customer Care provided troubleshooting tips to customer
23189	8/20/16 8/18/16	8/20/16 Phone 8/19/16 Phone	Answering machine isn't taking messages Customer care provided troubleshooting tips to customer Answering machine isn't taking messages Test call resolved customer issue
23119	8/18/16	8/18/16 Phone	Answering machine isn't taking messages Test can resolved customer issue Answering machine isn't taking messages Customer Care provided troubleshooting tips to customer
23119	8/18/16	8/18/16 Phone	Answering machine isn't taking messages Customer Care provided troubleshooting tips to customer Answering machine isn't taking messages Customer Care provided troubleshooting tips to customer
23025	8/17/16	8/17/16 Phone	Answering machine isn't taking messages Customer care provided troubleshooting tips to customer Answering machine isn't taking messages Brief tutorial of phone features with customer resolved their issue
22973	8/16/16	8/16/16 Phone	Answering machine isn't taking messages Customer Care provided troubleshooting tips to customer
22973	8/15/16	9/14/16 Phone	Answering machine isn't taking messages - Customer care provided troubleshooting tips to customer Answering machine isn't taking messages - Customer care provided troubleshooting tips to customer
22662	8/11/16	8/11/16 Phone	Answering machine isn't taking messages Test cair resolved customer issue Answering machine isn't taking messages Customer Care provided troubleshooting tips to customer
22658	8/11/16	8/11/16 Phone	Answering machine isn't taking messages. Customer Care provided troubleshooting tips to customer. Answering machine isn't taking messages. Customer Care provided troubleshooting tips to customer.
22626	8/11/16	8/11/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
22618	8/11/16	8/11/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
22553	8/10/16	8/10/16 Phone	Answering machine isn't taking messages Customer Care provided troubleshooting tips to customer Answering machine isn't taking messages Customer Care provided troubleshooting tips to customer
22481	8/9/16	8/9/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
22466	8/9/16	8/9/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
22463	8/9/16	8/9/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
22422	8/9/16	8/9/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
22370	8/8/16	8/8/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
22340	8/8/16	8/8/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
22199	8/4/16	8/4/16 Phone	Answering machine isn?t taking messages Test call resolved customer issue
22196	8/4/16	8/4/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
22047	8/3/16	8/3/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
22108	8/3/16	8/12/16 Phone	Answering machine isn?t taking messages Phone was not the right fit for the customer
22092	8/3/16	8/3/16 Phone	Answering machine isn?t taking messages Brief tutorial of phone features with customer resolved their issue
22016	8/2/16	8/2/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
21986	8/2/16	8/2/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
21886	8/1/16	8/1/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
21850	8/1/16	8/1/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
21915	8/1/16	8/4/16 Phone	Answering machine isn?t taking messages Test call resolved customer issue
26472	9/29/16	9/29/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
26441	9/29/16	10/5/16 Phone	Answering machine isn?t taking messages CC Technician on site was able to resolve customer issue

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26270	9/27/16	9/28/16 Phone	Answering machine isn?t taking messages Test call resolved customer issue	
26098	9/26/16	9/28/16 Phone	Answering machine isn?t taking messages Technical issue identified and corrected	
25900	9/23/16	9/23/16 Phone	Answering machine isn?t taking messages Attempts to follow up with customer to resolve their issue were unsuccessful	
25790	9/22/16	9/22/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
25776	9/22/16	9/26/16 Phone	Answering machine isn?t taking messages Technical issue identified and corrected	
25557	9/20/16	9/20/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
25428	9/20/16	9/20/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
25340	9/19/16	9/19/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
25228	9/19/16	9/19/16 Phone	Answering machine isn?t taking messages Brief tutorial of phone features with customer resolved their issue	
25332	9/19/16	10/20/16 Phone	Answering machine isn?t taking messages Attempts to follow up with customer to resolve their issue were unsuccessful	
25117	9/16/16	9/16/16 Phone	Answering machine isn?t taking messages Brief tutorial of phone features with customer resolved their issue	
25112	9/16/16	9/16/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
25065	9/16/16	9/20/16 Phone	Answering machine isn?t taking messages Technical issue identified and corrected	
24962	9/15/16	9/21/16 Phone	Answering machine isn?t taking messages Technical issue identified and corrected	
24867	9/14/16	9/20/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
24812	9/14/16	9/14/16 Phone	Answering machine isn?t taking messages Technical issue identified and corrected	
24694	9/12/16	9/12/16 Phone	Answering machine isn?t taking messages Test call resolved customer issue	
24504	9/8/16	9/8/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
24367	9/7/16	9/7/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
24409	9/7/16	9/28/16 Phone	Answering machine isn?t taking messages Technical issue identified and corrected	
24321	9/6/16	9/6/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
24228	9/3/16	9/3/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
24224	9/3/16	9/3/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
24214	9/2/16	9/6/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
24154	9/1/16	9/1/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
29425	10/31/16	11/6/16 Phone	Answering machine isn't taking messages Test call resolved customer issue	
29503	10/31/16	10/31/16 Phone	Answering machine isn?t taking messages Test call resolved customer issue	
29413	10/31/16	10/31/16 Phone	Answering machine isn?t taking messages Phone was not the right fit for the customer	
29319	10/29/16	10/31/16 Phone	Answering machine isn?t taking messages Brief tutorial of phone features with customer resolved their issue	
29049	10/26/16	10/27/16 Phone	Answering machine isn't taking messages Technical issue identified and corrected	
28967	10/26/16	10/26/16 Phone	Answering machine isn't taking messages Customer Care provided troubleshooting tips to customer	
28933	10/26/16	10/26/16 Phone	Answering machine isn't taking messages Brief tutorial of phone features with customer resolved their issue	
29048	10/26/16	11/11/16 Phone	Answering machine isn't taking messages Technical issue identified and corrected	
28893	10/25/16	10/25/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
28888	10/25/16	10/25/16 Phone	Answering machine isn?t taking messages Test call resolved customer issue	
28821	10/25/16	10/25/16 Phone	Answering machine isn't taking messages Customer Care provided troubleshooting tips to customer	
28619	10/24/16	10/24/16 Phone	Answering machine isn?t taking messages Technical issue identified and corrected	
28501	10/21/16	10/21/16 Phone	Answering machine isn't taking messages Customer Care provided troubleshooting tips to customer	
28314	10/19/16	10/19/16 Phone	Answering machine isn?t taking messages Test call resolved customer issue	
28381	10/19/16	11/7/16 Phone	Answering machine isn't taking messages Attempts to follow up with customer to resolve their issue were unsuccessful	
28238	10/18/16	10/19/16 Phone	Answering machine isn't taking messages Technical issue identified and corrected	
28194	10/18/16	10/18/16 Phone	Answering machine isn't taking messages Teetimeer issue deviation and corrected	
	10/10/10	10/10/10 1110110	Answering machine isn't taking messages Test tail resolved tastomer issue	
	10/17/16	10/17/16 Phone	Answering machine isn't taking messages. Customer Care provided troubleshooting tips to customer	
28086	10/17/16	10/17/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
28086 28072	10/17/16	10/17/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
28086 28072 28001	10/17/16 10/17/16	10/17/16 Phone 10/17/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
28086 28072 28001 27939	10/17/16 10/17/16 10/17/16	10/17/16 Phone 10/17/16 Phone 10/17/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer Answering machine isn?t taking messages Test call resolved customer issue	
28086 28072 28001 27939 27941	10/17/16 10/17/16 10/17/16 10/17/16	10/17/16 Phone 10/17/16 Phone 10/17/16 Phone 10/21/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer Answering machine isn?t taking messages Test call resolved customer issue Answering machine isn?t taking messages Technical issue identified and corrected	
28086 28072 28001 27939 27941 27872	10/17/16 10/17/16 10/17/16 10/17/16 10/14/16	10/17/16 Phone 10/17/16 Phone 10/17/16 Phone 10/21/16 Phone 10/14/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer Answering machine isn?t taking messages Test call resolved customer issue Answering machine isn?t taking messages Technical issue identified and corrected Answering machine isn?t taking messages Instructed customer to empty their VM which resolved the issue	
28086 28072 28001 27939 27941 27872 27709	10/17/16 10/17/16 10/17/16 10/17/16 10/14/16 10/13/16	10/17/16 Phone 10/17/16 Phone 10/17/16 Phone 10/21/16 Phone 10/14/16 Phone 10/13/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer Answering machine isn?t taking messages Test call resolved customer issue Answering machine isn?t taking messages Technical issue identified and corrected Answering machine isn?t taking messages Instructed customer to empty their VM which resolved the issue Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
28086 28072 28001 27939 27941 27872 27709 27708	10/17/16 10/17/16 10/17/16 10/17/16 10/14/16 10/13/16 10/13/16	10/17/16 Phone 10/17/16 Phone 10/17/16 Phone 10/21/16 Phone 10/14/16 Phone 10/13/16 Phone 10/13/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer Answering machine isn?t taking messages Test call resolved customer issue Answering machine isn?t taking messages Technical issue identified and corrected Answering machine isn?t taking messages Instructed customer to empty their VM which resolved the issue Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
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28086 28072 28001 27939 27941 27872 27709 27708 27670 27512	10/17/16 10/17/16 10/17/16 10/17/16 10/14/16 10/13/16 10/13/16 10/13/16 10/11/16	10/17/16 Phone 10/17/16 Phone 10/17/16 Phone 10/21/16 Phone 10/14/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer Answering machine isn?t taking messages Brief tutorial of phone features with customer resolved their issue	
28086 28072 28001 27939 27941 27872 27709 27708 27670 27512	10/17/16 10/17/16 10/17/16 10/17/16 10/17/16 10/14/16 10/13/16 10/13/16 10/13/16 10/11/16	10/17/16 Phone 10/17/16 Phone 10/17/16 Phone 10/21/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/14/16 Phone 10/14/16 Phone	Answering machine isn?t taking messages Answer	
28086 28072 28001 27939 27941 27872 27709 27708 27670 27512 27384 27412	10/17/16 10/17/16 10/17/16 10/17/16 10/14/16 10/13/16 10/13/16 10/13/16 10/11/16 10/11/16	10/17/16 Phone 10/17/16 Phone 10/17/16 Phone 10/21/16 Phone 10/21/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/14/16 Phone 10/14/16 Phone 10/14/16 Phone	Answering machine isn?t taking messages answer	
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28086 28072 28001 27939 27941 27872 27709 27708 27670 27512 27384 27412 27349	10/17/16 10/17/16 10/17/16 10/17/16 10/14/16 10/13/16 10/13/16 10/11/16 10/11/16 10/11/16 10/11/16 10/11/16 10/10/16	10/17/16 Phone 10/17/16 Phone 10/17/16 Phone 10/12/16 Phone 10/12/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/14/16 Phone 10/11/16 Phone 10/11/16 Phone 10/12/16 Phone 10/12/16 Phone	Answering machine isn?t taking messages Answer	
28086 28072 28001 27939 27941 27872 27709 27708 27670 27512 27384 27412 27349 27206	10/17/16 10/17/16 10/17/16 10/17/16 10/14/16 10/13/16 10/13/16 10/11/16 10/11/16 10/11/16 10/10/16 10/10/16	10/17/16 Phone 10/17/16 Phone 10/17/16 Phone 10/12/16 Phone 10/21/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/14/16 Phone 10/11/16 Phone 10/11/16 Phone 10/11/16 Phone 10/11/16 Phone 10/11/16 Phone 10/11/16 Phone	Answering machine isn?t taking messages Answer	
28086 28072 28001 27939 27941 27872 27709 27708 27670 27512 27384 27412 27349 27206 27209	10/17/16 10/17/16 10/17/16 10/17/16 10/17/16 10/13/16 10/13/16 10/13/16 10/11/16 10/11/16 10/11/16 10/10/16 10/10/16 10/10/16 10/10/16	10/17/16 Phone 10/17/16 Phone 10/17/16 Phone 10/17/16 Phone 10/14/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/14/16 Phone 10/14/16 Phone 10/14/16 Phone 10/14/16 Phone 10/10/16 Phone 10/14/16 Phone 10/14/16 Phone	Answering machine isn?t taking messages Answer	
28086 28072 28001 27939 27941 27872 27709 27708 27670 27512 27384 27412 27349 27206 27209 27226	10/17/16 10/17/16 10/17/16 10/17/16 10/14/16 10/13/16 10/13/16 10/13/16 10/11/16 10/11/16 10/11/16 10/10/16 10/10/16 10/10/16 10/10/16 10/10/16	10/17/16 Phone 10/17/16 Phone 10/17/16 Phone 10/17/16 Phone 10/12/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/14/16 Phone 10/14/16 Phone 10/11/16 Phone 10/11/16 Phone 10/10/16 Phone 10/14/16 Phone 10/14/16 Phone 10/14/16 Phone 10/14/16 Phone 10/14/16 Phone	Answering machine isn?t taking messages Test call resolved customer to empty their VM which resolved the issue Answering machine isn?t taking messages Test call resolved customer to empty their VM which resolved the issue Answering machine isn?t taking messages Instructed customer to empty their VM which resolved the issue Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer Answering machine isn?t taking messages Brief tutorial of phone features with customer resolved their issue Answering machine isn?t taking messages Technical issue identified and corrected Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer Answering machine isn?t taking messages Sustemer Care provided troubleshooting tips to customer Care provided troubleshooting tips to customer Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer Answering machine isn?t taking messages Sustemer Care provided troubleshooting tips to customer Answering machine isn?t taking messages Sustemer Care provided troubleshooting tips to customer Answering machine isn?t taking messages Sustemer Care provided troubleshooting tips to customer Sustemer	
28086 28072 28001 27939 27941 27872 27709 27708 27670 27512 27384 27412 27349 27206 27209 27226 26952 26730	10/17/16 10/17/16 10/17/16 10/17/16 10/14/16 10/13/16 10/13/16 10/13/16 10/11/16 10/11/16 10/11/16 10/10/16 10/10/16 10/10/16 10/10/16 10/10/16 10/5/16	10/17/16 Phone 10/17/16 Phone 10/17/16 Phone 10/12/16 Phone 10/12/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/14/16 Phone 10/11/16 Phone 10/11/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/10/16 Phone 10/10/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer Answering machine isn?t taking messages Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
28086 28072 28001 27939 27941 27872 27709 27708 27670 27512 27384 27412 27349 27206 27209 27226 26952 26730 26647	10/17/16 10/17/16 10/17/16 10/17/16 10/14/16 10/13/16 10/13/16 10/13/16 10/11/16 10/11/16 10/11/16 10/10/16 10/10/16 10/10/16 10/10/16 10/5/16 10/3/16	10/17/16 Phone 10/17/16 Phone 10/17/16 Phone 10/12/16 Phone 10/12/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/14/16 Phone 10/11/16 Phone 10/12/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/26/16 Phone 10/3/16 Phone	Answering machine isn?t taking messages Answer	
28086 28072 28001 27939 27941 27872 27709 27708 27670 27512 27384 27412 27349 27206 27209 27226 26952 26730 26647 32905	10/17/16 10/17/16 10/17/16 10/17/16 10/17/16 10/13/16 10/13/16 10/13/16 10/11/16 10/11/16 10/11/16 10/10/16 10/10/16 10/10/16 10/10/16 10/3/16 10/3/16 10/3/16	10/17/16 Phone 10/17/16 Phone 10/17/16 Phone 10/17/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/14/16 Phone 10/14/16 Phone 10/21/16 Phone 10/13/16 Phone 10/13/16 Phone 10/16/16 Phone 10/16/16 Phone 10/16/16 Phone 10/16/16 Phone 10/16/16 Phone 10/3/16 Phone 10/3/16 Phone	Answering machine isn?t taking messages Answer	
28086 28072 28001 27939 27941 27872 27709 27708 27670 27512 27384 27412 27349 27206 27209 27226 26952 26730 26647 32905 32750	10/17/16 10/17/16 10/17/16 10/17/16 10/14/16 10/13/16 10/13/16 10/13/16 10/11/16 10/11/16 10/11/16 10/10/16 10/10/16 10/10/16 10/10/16 10/5/16 10/3/16	10/17/16 Phone 10/17/16 Phone 10/17/16 Phone 10/17/16 Phone 10/12/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/13/16 Phone 10/14/16 Phone 10/16/16 Phone 10/3/16 Phone 10/3/16 Phone 11/28/16 Phone 11/28/16 Phone	Answering machine isn?t taking messages Answer	
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29657	11/1/16	11/1/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
37371	12/30/16	12/30/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
37341	12/30/16	12/30/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
37235	12/29/16	12/29/16 Phone	Answering machine isn't taking messages Customer Care provided troubleshooting tips to customer	
37233	12/29/16	12/29/16 Phone	Answering machine isn't taking messages Customer Care provided troubleshooting tips to customer	
37178	12/29/16	12/29/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
37109	12/28/16	12/28/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
36971	12/27/16	12/27/16 Phone	Answering machine isn?t taking messages Brief tutorial of phone features with customer resolved their issue	
36856	12/26/16	12/26/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
36774	12/23/16	1/19/17 Phone	Answering machine isn?t taking messages Technical issue identified and corrected	
36677	12/22/16	12/28/16 Phone	Answering machine isn?t taking messages Technical issue identified and corrected	
36627	12/21/16	12/21/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
36579	12/21/16	12/21/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
36385	12/19/16	12/19/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
36319	12/19/16	12/19/16 Phone	Answering machine isn't taking messages Customer Care provided troubleshooting tips to customer	
	12/19/16			
36306		12/19/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
36181	12/17/16	12/17/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
36154	12/16/16	12/24/16 Phone	Answering machine isn?t taking messages Technical issue identified and corrected	
36148	12/16/16	12/17/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
36023	12/16/16	12/16/16 Phone	Answering machine isn?t taking messages Reference only	
35983	12/16/16	12/16/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
36028	12/16/16	12/27/16 Phone	Answering machine isn?t taking messages Technical issue identified and corrected	
35129	12/12/16	12/17/16 Phone	Answering machine isn?t taking messages Test call resolved customer issue	
35030	12/11/16	12/22/16 Phone	Answering machine isn't taking messages Technical issue identified and corrected	
34833	12/9/16	12/9/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
34824	12/9/16	12/16/16 Phone	Answering machine isn't taking messages Technical issue identified and corrected	
34478	12/9/16	12/8/16 Phone	· · · · · · · · · · · · · · · · · · ·	
			Answering machine isn't taking messages Exchanged customers phone with a new unit which resolved the issue	
34197	12/6/16	12/7/16 Phone	Answering machine isn?t taking messages Customer resolved issue on their own	
33942	12/5/16	12/6/16 Phone	Answering machine isn?t taking messages Test call resolved customer issue	
34050	12/5/16	12/18/16 Phone	Answering machine isn?t taking messages Test call resolved customer issue	
33828	12/4/16	12/5/16 Phone	Answering machine isn?t taking messages Technical issue identified and corrected	
33819	12/3/16	12/3/16 Phone	Answering machine isn?t taking messages Technical issue identified and corrected	
33722	12/2/16	12/2/16 Phone	Answering machine isn?t taking messages Technical issue identified and corrected	
33659	12/2/16	12/2/16 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
41131	1/31/17	1/31/17 Phone	Answering machine isn?t taking messages Technical issue identified and corrected	
41088	1/30/17	1/30/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
41078	1/30/17	1/30/17 Phone	Answering machine isn?t taking messages Reference only	
41048	1/30/17	1/30/17 Phone	Answering machine isn?t taking messages Test call resolved customer issue	
41033	1/30/17	1/30/17 Phone	Answering machine isn't taking messages Test can resolved distorter issue Answering machine isn't taking messages Customer Care provided troubleshooting tips to customer	
40600	1/27/17	1/27/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
40579	1/26/17	1/27/17 Phone	Answering machine isn?t taking messages Test call resolved customer issue	
40568	1/26/17	1/29/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
40483	1/26/17	1/27/17 Phone	Answering machine isn?t taking messages Brief tutorial of phone features with customer resolved their issue	
40457	1/26/17	1/26/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer	
40421	1/26/17	1/26/17 Phone	Answering machine isn?t taking messages Customer resolved issue on their own	
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4.005	2/25/47	2/25/47 2	Assessment and a second	Harakii ka daalii ka ka taa
44935	2/25/17	2/25/17 Phone	Answering machine isn?t taking messages	· · · · · · · · · · · · · · · · · · ·
44728	2/24/17	2/28/17 Phone	Answering machine isn?t taking messages	
44665	2/23/17	2/23/17 Phone		Customer Care provided troubleshooting tips to customer
44640	2/23/17	2/23/17 Phone	Answering machine isn?t taking messages	Brief tutorial of phone features with customer resolved their issue
44620	2/23/17	3/28/17 Phone	Answering machine isn?t taking messages	Technical issue identified and corrected
44588	2/23/17	2/23/17 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer
44567	2/23/17	3/14/17 Phone	Answering machine isn?t taking messages	Attempts to follow up with customer to resolve their issue were unsuccessful
44423	2/22/17	2/22/17 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer
44394	2/22/17	4/23/17 Phone	Answering machine isn?t taking messages	
44289	2/21/17	2/21/17 Phone		Customer Care provided troubleshooting tips to customer
44249	2/21/17	2/21/17 Phone		Customer Care provided troubleshooting tips to customer
44102	2/21/17			
		2/22/17 Phone		Customer Care provided troubleshooting tips to customer
43996	2/20/17	2/23/17 Phone	Answering machine isn?t taking messages	
43993	2/20/17	3/2/17 Phone		Attempts to follow up with customer to resolve their issue were unsuccessful
43964	2/19/17	2/19/17 Phone		Customer Care provided troubleshooting tips to customer
43971	2/19/17	2/21/17 Phone	Answering machine isn?t taking messages	
43934	2/18/17	2/18/17 Phone		Brief tutorial of phone features with customer resolved their issue
43888	2/17/17	2/17/17 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer
43744	2/17/17	2/17/17 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer
43740	2/17/17	2/17/17 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer
43624	2/16/17	2/16/17 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer
43578	2/16/17	2/16/17 Phone		Customer Care provided troubleshooting tips to customer
43550	2/16/17	2/16/17 Phone		Customer Care provided troubleshooting tips to customer
43634	2/16/17	2/28/17 Phone	Answering machine isn't taking messages	
43588	2/16/17	3/22/17 Phone	Answering machine isn't taking messages Answering machine isn't taking messages	
43473	2/15/17	2/15/17 Phone		Customer Care provided troubleshooting tips to customer
43404	2/15/17	2/15/17 Phone		Customer Care provided troubleshooting tips to customer
43400	2/15/17	2/17/17 Phone	Answering machine isn?t taking messages	
43449	2/15/17	2/16/17 Phone	Answering machine isn?t taking messages	
43247	2/14/17	2/14/17 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer
43200	2/14/17	2/14/17 Phone	Answering machine isn?t taking messages	Customer Care provided troubleshooting tips to customer
43296	2/14/17	2/22/17 Phone	Answering machine isn?t taking messages	Technical issue identified and corrected
43005	2/13/17	2/13/17 Phone	Answering machine isn?t taking messages	Brief tutorial of phone features with customer resolved their issue
42949	2/13/17	3/21/17 Phone		Attempts to follow up with customer to resolve their issue were unsuccessful
42895	2/11/17	2/11/17 Phone	Answering machine isn't taking messages	
42841	2/11/17	2/11/17 Phone		Customer Care provided troubleshooting tips to customer
42907	2/11/17	2/18/17 Phone	Answering machine isn't taking messages Answering machine isn't taking messages	
	2/11/17			
42782		2/10/17 Phone		Customer Care provided troubleshooting tips to customer
42739	2/10/17	2/19/17 Phone		Attempts to follow up with customer to resolve their issue were unsuccessful
42712	2/10/17	2/10/17 Phone		Customer Care provided troubleshooting tips to customer
42527	2/9/17	2/9/17 Phone		Customer Care provided troubleshooting tips to customer
42510	2/9/17	2/9/17 Phone		Customer Care provided troubleshooting tips to customer
42570	2/9/17	2/16/17 Phone	Answering machine isn?t taking messages	Attempts to follow up with customer to resolve their issue were unsuccessful
				Brief tutorial of phone features with customer resolved their issue
42327	2/8/17	2/9/17 Phone	Answering machine isn?t taking messages	bilet tatorial of priorie reactives with customer resolved their issue
42327 42308	2/8/17 2/8/17	2/9/17 Phone 2/9/17 Phone	Answering machine isn?t taking messages Answering machine isn?t taking messages	
			Answering machine isn?t taking messages	
42308 42238	2/8/17 2/7/17	2/9/17 Phone 2/7/17 Phone	Answering machine isn?t taking messages Answering machine isn?t taking messages	Test call resolved customer issue Customer Care provided troubleshooting tips to customer
42308 42238 42234	2/8/17 2/7/17 2/7/17	2/9/17 Phone 2/7/17 Phone 2/7/17 Phone	Answering machine isn?t taking messages Answering machine isn?t taking messages Answering machine isn?t taking messages	Test call resolved customer issue Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer
42308 42238 42234 42092	2/8/17 2/7/17 2/7/17 2/7/17	2/9/17 Phone 2/7/17 Phone 2/7/17 Phone 2/7/17 Phone	Answering machine isn?t taking messages Answering machine isn?t taking messages Answering machine isn?t taking messages Answering machine isn?t taking messages	Test call resolved customer issue Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Brief tutorial of phone features with customer resolved their issue
42308 42238 42234 42092 42131	2/8/17 2/7/17 2/7/17 2/7/17 2/7/17	2/9/17 Phone 2/7/17 Phone 2/7/17 Phone 2/7/17 Phone 2/19/17 Phone	Answering machine isn?t taking messages	Test call resolved customer issue Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Brief tutorial of phone features with customer resolved their issue Brief tutorial of phone features with customer resolved their issue
42308 42238 42234 42092 42131 41839	2/8/17 2/7/17 2/7/17 2/7/17 2/7/17 2/4/17	2/9/17 Phone 2/7/17 Phone 2/7/17 Phone 2/7/17 Phone 2/19/17 Phone 2/6/17 Phone	Answering machine isn?t taking messages	Test call resolved customer issue Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Brief tutorial of phone features with customer resolved their issue Brief tutorial of phone features with customer resolved their issue Test call resolved customer issue
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47739	3/17/17	3/17/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer
47734	3/17/17	3/17/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer
47579	3/16/17	3/17/17 Phone	Answering machine isn?t taking messages Brief tutorial of phone features with customer resolved their issue
47482	3/16/17	3/16/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer
47473	3/16/17	3/16/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
47600	3/16/17	3/20/17 Phone	Answering machine isn?t taking messages Brief tutorial of phone features with customer resolved their issue
47570	3/16/17	3/17/17 Phone	Answering machine isn?t taking messages Brief tutorial of phone features with customer resolved their issue
47429	3/16/17	3/17/17 Phone	Answering machine isn?t taking messages Technical issue identified and corrected
47422	3/15/17	3/21/17 Phone	Answering machine isn?t taking messages Attempts to follow up with customer to resolve their issue were unsuccessful
47392	3/15/17	3/15/17 Phone	Answering machine isn't taking messages Customer Care provided troubleshochangeing tips to customer
47358	3/15/17	3/15/17 Phone	Answering machine isn?t taking messages Unable to duplicate issue
47335	3/15/17	3/15/17 Phone	Answering machine isn't taking messages Graphete issue Answering machine isn't taking messages Customer Care provided troubleshoansweringing tips to customer
47170	3/14/17	3/14/17 Phone	Answering machine isn't taking messages Technical issue identified and corrected
47059	3/14/17	3/14/17 Phone	Answering machine isn't taking messages Technical issue deficited and corrected Answering machine isn't taking messages Customer resolved issue on their own
47116	3/14/17	4/20/17 Phone	Answering machine isn't taking messages Customer resolved issue on their own Answering machine isn't taking messages. Attempts to follow up with customer to resolve their issue were unsuccessful
47015	3/13/17	3/13/17 Phone	Answering machine isn't taking messages Attempts to follow up with customer to resolve their issue were unsuccessful Answering machine isn't taking messages. Customer Care provided troubleshonsweringing tips to customer
46842	3/12/17	3/12/17 Phone	Answering machine isn't taking messages Customer Care provided troubleshooting tips to customer
46795	3/11/17	3/11/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer
46738	3/10/17	3/10/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
46698	3/10/17	3/10/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer
46521	3/9/17	3/9/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer
46486	3/9/17	3/9/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer
46465	3/9/17	3/9/17 Phone	Answering machine isn?t taking messages Test call resolved customer issue
46352	3/8/17	3/8/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer
46167	3/7/17	3/8/17 Phone	Answering machine isn?t taking messages Test call resolved customer issue
46119	3/7/17	3/7/17 Phone	Answering machine isn?t taking messages Brief tutorial of phone features with customer resolved their issue
46088	3/6/17	3/6/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer
45951	3/6/17	3/6/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshoalling tips to customer
45890	3/5/17	3/5/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
45790	3/3/17	3/5/17 Phone	Answering machine isn?t taking messages Technical issue identified and corrected
45723	3/3/17	3/3/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer
45452	3/1/17	3/2/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer
45485	3/1/17	3/17/17 Phone	Answering machine isn?t taking messages Brief tutorial of phone features with customer resolved their issue
55022	4/29/17	5/1/17 Phone	Answering machine isn?t taking messages Technical issue identified and corrected
55017	4/29/17	5/16/17 Phone	Answering machine isn?t taking messages Exchanged customers phone with a new unit which resolved the issue
54935	4/28/17	5/20/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshoessageing tips to customer
54778	4/28/17	4/28/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer
54777	4/28/17	4/28/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer
54696	4/27/17	4/27/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer
54642	4/27/17	4/27/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
54591	4/27/17	4/27/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshohoneing tips to customer
54552	4/27/17	5/30/17 Phone	Answering machine isn?t taking messages Exchanged customers phone with a new unit which resolved the issue
54526	4/26/17	4/26/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshoansweringing tips to customer
54439	4/26/17	4/27/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshoelping tips to customer
54507	4/26/17	5/7/17 Phone	Answering machine isn?t taking messages Attempts to follow up with customer to resolve their issue were unsuccessful
54470	4/26/17	5/15/17 Phone	Answering machine isn?t taking messages Attempts to follow up with customer to resolve their issue were unsuccessful
54470	4/20/1/	3/13/17 FIIONE	
54108	4/25/17	4/25/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
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51225	4/7/17	4/8/17 Phone	Answering machine isn?t taking messages Brief tutorial of phone features with customer resolved their issue
51350	4/7/17	4/20/17 Phone	Answering machine isn?t taking messages Technical issue identified and corrected
50991	4/6/17	4/6/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
50932	4/6/17	4/18/17 Phone	Answering machine isn?t taking messages Attempts to follow up with customer to resolve their issue were unsuccessful
50841	4/5/17	4/7/17 Phone	Answering machine isn't taking messages Customer Care provided troubleshoaning tips to customer Answering machine isn't taking messages Customer Care provided troubleshoaning tips to customer
50716	4/4/17	4/4/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshonoiting tips to customer
50608	4/4/17	4/4/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshoumbering tips to customer
50576	4/4/17	4/4/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
50425	4/3/17	4/3/17 Phone	Answering machine isn?t taking messages Technical issue identified and corrected
50337	4/3/17	4/18/17 Phone	Answering machine isn?t taking messages Attempts to follow up with customer to resolve their issue were unsuccessful
50365	4/3/17	4/24/17 Phone	Answering machine isn?t taking messages Technical issue identified and corrected
50319	4/2/17	4/2/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
50285	4/1/17	4/1/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
60374	5/31/17	5/31/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshoutgoinging tips to customer
60338	5/31/17	5/31/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshoutgoinging tips to customer
60328	5/31/17	6/1/17 Phone	Answering machine isn?t taking messages Test call resolved customer issue
60270	5/31/17	5/31/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
60240	5/31/17	6/6/17 Phone	Answering machine isn?t taking messages Test call resolved customer issue
60157	5/31/17	5/31/17 Phone	Answering machine isn?t taking messages Test call resolved customer issue
59984	5/30/17	5/30/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer
60091	5/30/17	6/12/17 Phone	Answering machine isn?t taking messages Technical issue identified and corrected
59931	5/30/17	6/1/17 Phone	Answering machine isn?t taking messages Technical issue identified and corrected
59673	5/26/17	5/26/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
59608	5/26/17	5/26/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshoumbering tips to customer
59578	5/26/17	5/26/17 Phone	Answering machine isn?t taking messages Technical issue identified and corrected
59503	5/25/17	5/25/17 Phone	Answering machine isn't taking messages reclinical issue identified and corrected Answering machine isn't taking messages Customer Care provided troubleshonsweringing tips to customer
59473	5/25/17	5/25/17 Phone	Answering machine isn't taking messages Customer Care provided troubleshorsweringing tips to customer Answering machine isn't taking messages Customer Care provided troubleshorsweringing tips to customer
59337	5/25/17	5/25/17 Phone	Answering machine isn'rt taking messages Customer Care provided troubleshoelping tips to customer Answering machine isn'rt taking messages Customer Care provided troubleshoelping tips to customer
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59315		5/24/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer
59198	5/24/17	5/24/17 Phone	Answering machine isn't taking messages Customer Care provided troubleshooting tips to customer
59126	5/24/17	5/24/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
59208	5/24/17	5/24/17 Phone	Answering machine isn?t taking messages Technical issue identified and corrected
58996	5/23/17	5/23/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
58845	5/22/17	5/22/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshoannoting tips to customer
58762	5/22/17	5/22/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer
58758	5/22/17	5/22/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
58831	5/22/17	5/26/17 Phone	Answering machine isn?t taking messages Technical issue identified and corrected
58867	5/22/17	6/1/17 Phone	Answering machine isn?t taking messages Brief tutorial of phone features with customer resolved their issue
58681	5/21/17	5/21/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
58677	5/21/17	5/21/17 Phone	Answering machine isn?t taking messages Unable to duplicate issue
58672	5/21/17	5/21/17 Phone	Answering machine isn?t taking messages Technical issue identified and corrected
58653	5/21/17	5/21/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
58618	5/20/17	5/20/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer
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58618		5/20/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer
58618 58585 58522	5/20/17 5/19/17	5/20/17 Phone 5/19/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer Answering machine isn?t taking messages Customer Care provided troubleshoansweringing tips to customer
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58618 58585 58522 58474 58457 58438 58252 58183 58083	5/20/17 5/19/17 5/19/17 5/19/17 5/19/17 5/19/17 5/18/17 5/18/17 5/17/17	5/20/17 Phone 5/19/17 Phone 5/19/17 Phone 5/19/17 Phone 5/19/17 Phone 5/18/17 Phone 5/18/17 Phone 5/17/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer Answering machine isn?t taking messages Customer Care provided troubleshoaptioning tips to customer Answering machine isn?t taking messages Customer Care provided troubleshoping tips to customer Customer Care provided troubleshoping tips to customer Customer Care provided troubleshoping tips to customer
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58618 58585 58522 58474 58457 58438 58252 58183 58083 58081 58054	5/20/17 5/19/17 5/19/17 5/19/17 5/19/17 5/18/17 5/18/17 5/17/17 5/17/17 5/17/17	5/20/17 Phone 5/19/17 Phone 5/19/17 Phone 5/19/17 Phone 5/19/17 Phone 5/18/17 Phone 5/18/17 Phone 5/17/17 Phone 5/17/17 Phone 5/17/17 Phone 5/17/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer Answering machine isn?t taking messages Customer Care provided troubleshooicemailing tips to customer Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer Answering machine isn?t taking messages Customer Care provided troubleshoping tips to customer Answering machine isn?t taking messages Customer Care provided troubleshoping tips to customer Answering machine isn?t taking messages Customer Care provided troubleshoping tips to customer Answering machine isn?t taking messages Customer Care provided troubleshooicemailing tips to customer Answering machine isn?t taking messages Customer Care provided troubleshooicemailing tips to customer Answering machine isn?t taking messages Customer Care provided troubleshooisemailing tips to customer
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58618 58585 58522 58474 58457 58438 58252 58183 58083 58081 58054 58046 57974 58017	5/20/17 5/19/17 5/19/17 5/19/17 5/19/17 5/18/17 5/18/17 5/17/17 5/17/17 5/17/17 5/17/17 5/17/17 5/17/17 5/17/17	5/20/17 Phone 5/19/17 Phone 5/19/17 Phone 5/19/17 Phone 5/19/17 Phone 5/18/17 Phone 5/18/17 Phone 5/18/17 Phone 5/17/17 Phone 5/17/17 Phone 5/17/17 Phone 5/17/17 Phone 5/17/17 Phone 5/22/17 Phone 6/8/17 Phone 5/16/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer Answering machine isn?t taking messages Answering machine isn?t taking messages Customer Care provided troubleshooicemailing tips to customer Answering machine isn?t taking messages Customer Care provided troubleshooping tips to customer Answering machine isn?t taking messages Customer Care provided troubleshooping tips to customer Answering machine isn?t taking messages Customer Care provided troubleshooping tips to customer Answering machine isn?t taking messages Customer Care provided troubleshooicemailing tips to customer Answering machine isn?t taking messages Customer Care provided troubleshooicemailing tips to customer Answering machine isn?t taking messages Customer Care provided troubleshooing tips to customer Answering machine isn?t taking messages Technical issue identified and corrected Answering machine isn?t taking messages Attempts to follow up with customer to resolve their issue were unsuccessful Customer Care provided troubleshoosweringing tips to customer
58618 58585 58522 58474 58457 58438 58252 58183 58083 58081 58054 58046 57974 58017 57881	5/20/17 5/19/17 5/19/17 5/19/17 5/19/17 5/18/17 5/18/17 5/17/17 5/17/17 5/17/17 5/17/17 5/17/17 5/17/17 5/17/17 5/17/17	5/20/17 Phone 5/19/17 Phone 5/19/17 Phone 5/19/17 Phone 5/19/17 Phone 5/19/17 Phone 5/18/17 Phone 5/18/17 Phone 5/17/17 Phone 5/17/17 Phone 5/17/17 Phone 5/17/17 Phone 5/12/17 Phone 5/12/17 Phone 5/16/17 Phone 5/16/17 Phone	Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer Answering machine isn?t taking messages Customer Care provided troubleshoansweringing tips to customer Answering machine isn?t taking messages Customer Care provided troubleshooting tips to customer Answering machine isn?t taking messages Customer Care provided troubleshoosemailing tips to customer Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer Answering machine isn?t taking messages Customer Care provided troubleshoping tips to customer Answering machine isn?t taking messages Customer Care provided troubleshoping tips to customer Answering machine isn?t taking messages Customer Care provided troubleshoosemailing tips to customer Answering machine isn?t taking messages Customer Care provided troubleshooing tips to customer Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer Answering machine isn?t taking messages Technical issue identified and corrected Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer Answering machine isn?t taking messages Customer Care provided troubleshonsweringing tips to customer Answering machine isn?t tak
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56383	5/8/17	5/8/17 Phone	Answering machine isn?t taking messages Tec	chnical issue identified and corrected
56349	5/8/17	5/8/17 Phone	Answering machine isn?t taking messages Cus	stomer Care provided troubleshooting tips to customer
56290	5/8/17	5/8/17 Phone	Answering machine isn?t taking messages Cus	stomer Care provided troubleshocannoting tips to customer
56400	5/8/17	5/22/17 Phone	Answering machine isn?t taking messages Att	empts to follow up with customer to resolve their issue were unsuccessful
56265	5/7/17	5/7/17 Phone	Answering machine isn?t taking messages Cus	stomer Care provided troubleshooting tips to customer
56216	5/6/17	5/8/17 Phone	Answering machine isn?t taking messages Tec	chnical issue identified and corrected
56206	5/6/17	5/6/17 Phone	Answering machine isn?t taking messages Cus	stomer Care provided troubleshoansweringing tips to customer
56110	5/5/17	5/5/17 Phone		stomer Care provided troubleshoallsing tips to customer
56054	5/5/17	5/5/17 Phone	Answering machine isn?t taking messages Tes	
56004	5/5/17	5/5/17 Phone		stomer Care provided troubleshonsweringing tips to customer
55989	5/5/17	5/5/17 Phone	Answering machine isn't taking messages Tes	
55985	5/5/17	5/7/17 Phone	Answering machine isn?t taking messages Tes	
55908	5/4/17	5/4/17 Phone		stomer Care provided troubleshoansweringing tips to customer
55684	5/3/17	5/3/17 Phone		stomer Care provided troubleshonsweringing tips to customer
55665	5/3/17	5/3/17 Phone	Answering machine isn?t taking messages Cus	stomer Care provided troubleshowonting tips to customer
55645	5/3/17	5/5/17 Phone	Answering machine isn?t taking messages Brid	ef tutorial of phone features with customer resolved their issue
55581	5/3/17	5/3/17 Phone	Answering machine isn?t taking messages Cus	stomer Care provided troubleshoonting tips to customer
55656	5/3/17	5/25/17 Phone	Answering machine isn?t taking messages Exc	changed customers phone with a new unit which resolved the issue
55512	5/2/17	5/3/17 Phone	Answering machine isn?t taking messages Tec	chnical issue identified and corrected
55465	5/2/17	5/2/17 Phone	Answering machine isn?t taking messages Cus	stomer Care provided troubleshoowing tips to customer
55419	5/2/17	5/2/17 Phone		stomer Care provided troubleshonsweringing tips to customer
55392	5/2/17	5/2/17 Phone		stomer Care provided troubleshonsweringing tips to customer
55363	5/2/17	5/2/17 Phone		stomer Care provided troubleshorisweringing tips to customer
55347	5/2/17	5/5/17 Phone	Answering machine isn't taking messages Cus Answering machine isn't taking messages Tec	
55253	5/1/17	5/1/17 Phone		stomer Care provided troubleshophoneing tips to customer
55241	5/1/17	5/1/17 Phone		stomer Care provided troubleshonsweringing tips to customer
55138	5/1/17	5/2/17 Phone	Answering machine isn?t taking messages Tec	
55128	5/1/17	5/1/17 Phone		stomer Care provided troubleshonsweringing tips to customer
18333	6/2/16	6/7/16 Phone	Answering machine won?t play messages Cus	stomer Care was able to provide technical assistance which resolved the customers issue
18407	6/3/16	6/3/16 Phone	Answering machine won?t play messages Cus	stomer Care provided troubleshooting tips to customer
18599	6/8/16	6/8/16 Phone	Answering machine won?t play messages Cus	stomer Care provided troubleshooting tips to customer
18611	6/8/16	8/1/16 Phone	Answering machine won?t play messages Cus	stomer Care provided troubleshooting tips to customer
18615	6/8/16	6/8/16 Phone	Answering machine won?t play messages Cus	stomer Care provided troubleshooting tips to customer
18746	6/11/16	6/11/16 Phone		stomer Care provided troubleshooting tips to customer
18885	6/14/16	6/14/16 Phone		stomer Care was able to provide technical assistance which resolved the customers issue
18895	6/14/16	6/14/16 Phone		stomer Care was able to provide technical assistance which resolved the customers issue
18914	6/15/16	6/15/16 Phone		stomer Care provided troubleshooting tips to customer
19053	6/16/16	6/16/16 Phone		stomer Care provided troubleshooting tips to customer
19059	6/16/16	6/16/16 Phone		stomer Care provided troubleshooting tips to customer
19164	6/17/16	6/17/16 Phone	Answering machine won?t play messages Cus	stomer Care was able to provide technical assistance which resolved the customers issue
19252	6/20/16	6/20/16 Phone	Answering machine won?t play messages Cus	stomer Care provided troubleshooting tips to customer
20062	6/30/16	6/30/16 Phone	Answering machine won?t play messages Cus	stomer Care provided troubleshooting tips to customer
20061	6/30/16	6/30/16 Phone	Answering machine won?t play messages Cus	stomer Care provided troubleshooting tips to customer
19802	6/28/16	6/28/16 Phone	Answering machine won?t play messages Cus	stomer Care provided troubleshooting tips to customer
19626	6/24/16	6/24/16 Phone	Answering machine won?t play messages Cus	stomer Care provided troubleshooting tips to customer
19584	6/23/16	6/23/16 Phone		stomer Care provided troubleshooting tips to customer
21719	7/28/16	7/28/16 Phone		stomer Care provided troubleshooting tips to customer
21490	7/26/16	7/26/16 Phone		stomer Care provided troubleshooting tips to customer
21408	7/25/16	7/25/16 Phone	Answering machine won?t play messages Tes	
21209				
	7/21/16	7/21/16 Phone		stomer Care provided troubleshooting tips to customer
21199	7/21/16	0 /E /1 C Db		
21099		8/5/16 Phone	Answering machine won?t play messages Cus	stomer Care was able to provide technical assistance which resolved the customers issue
	7/20/16	7/20/16 Phone	Answering machine won?t play messages Cus Answering machine won?t play messages Cus	stomer Care provided troubleshooting tips to customer
21078	7/20/16	7/20/16 Phone 7/20/16 Phone	Answering machine won?t play messages Cus Answering machine won?t play messages Cus Answering machine won?t play messages Cus	stomer Care provided troubleshooting tips to customer stomer Care provided troubleshooting tips to customer
21078 21031		7/20/16 Phone	Answering machine won?t play messages Cus Answering machine won?t play messages Cus Answering machine won?t play messages Cus	stomer Care provided troubleshooting tips to customer
	7/20/16	7/20/16 Phone 7/20/16 Phone	Answering machine won?t play messages Cus Answering machine won?t play messages Cus Answering machine won?t play messages Cus	stomer Care provided troubleshooting tips to customer stomer Care provided troubleshooting tips to customer stomer Care was able to provide technical assistance which resolved the customers issue
21031	7/20/16 7/19/16	7/20/16 Phone 7/20/16 Phone 7/19/16 Phone	Answering machine won?t play messages Cus	stomer Care provided troubleshooting tips to customer stomer Care provided troubleshooting tips to customer stomer Care was able to provide technical assistance which resolved the customers issue
21031 20944	7/20/16 7/19/16 7/18/16	7/20/16 Phone 7/20/16 Phone 7/19/16 Phone 2/28/17 Phone	Answering machine won?t play messages Cus	stomer Care provided troubleshooting tips to customer stomer Care provided troubleshooting tips to customer stomer Care was able to provide technical assistance which resolved the customers issue stomer returned phone
21031 20944 20841	7/20/16 7/19/16 7/18/16 7/15/16	7/20/16 Phone 7/20/16 Phone 7/19/16 Phone 2/28/17 Phone 7/15/16 Phone	Answering machine won?t play messages Cus	stomer Care provided troubleshooting tips to customer stomer Care provided troubleshooting tips to customer stomer Care was able to provide technical assistance which resolved the customers issue stomer returned phone stomer Care provided troubleshooting tips to customer
21031 20944 20841 20823 20795	7/20/16 7/19/16 7/18/16 7/15/16 7/15/16 7/14/16	7/20/16 Phone 7/20/16 Phone 7/19/16 Phone 2/28/17 Phone 7/15/16 Phone 7/15/16 Phone	Answering machine won?t play messages Cus	stomer Care provided troubleshooting tips to customer stomer Care provided troubleshooting tips to customer stomer Care was able to provide technical assistance which resolved the customers issue stomer returned phone stomer returned provided troubleshooting tips to customer stomer Care provided troubleshooting tips to customer
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21031 20944 20841 20823 20795 20771 20753	7/20/16 7/19/16 7/18/16 7/15/16 7/15/16 7/14/16 7/14/16	7/20/16 Phone 7/20/16 Phone 7/19/16 Phone 2/28/17 Phone 7/15/16 Phone 7/15/16 Phone 8/30/16 Phone 7/14/16 Phone 7/14/16 Phone	Answering machine won?t play messages Cus	stomer Care provided troubleshooting tips to customer stomer Care provided troubleshooting tips to customer stomer Care was able to provide technical assistance which resolved the customers issue stomer returned phone stomer Care provided troubleshooting tips to customer
21031 20944 20841 20823 20795 20771 20753 20704	7/20/16 7/19/16 7/18/16 7/15/16 7/15/16 7/14/16 7/14/16 7/14/16 7/13/16	7/20/16 Phone 7/20/16 Phone 7/19/16 Phone 2/28/17 Phone 7/15/16 Phone 7/15/16 Phone 8/30/16 Phone 7/14/16 Phone 7/14/16 Phone 7/14/16 Phone	Answering machine won?t play messages Cus	stomer Care provided troubleshooting tips to customer stomer Care provided troubleshooting tips to customer stomer Care was able to provide technical assistance which resolved the customers issue stomer returned phone stomer Care provided troubleshooting tips to customer
21031 20944 20841 20823 20795 20771 20753 20704	7/20/16 7/19/16 7/18/16 7/15/16 7/15/16 7/14/16 7/14/16 7/14/16 7/13/16 7/13/16	7/20/16 Phone 7/20/16 Phone 7/19/16 Phone 2/28/17 Phone 7/15/16 Phone 7/15/16 Phone 8/30/16 Phone 7/14/16 Phone 7/14/16 Phone 7/14/16 Phone 7/13/16 Phone	Answering machine won?t play messages Cus	stomer Care provided troubleshooting tips to customer stomer Care provided troubleshooting tips to customer stomer Care was able to provide technical assistance which resolved the customers issue stomer Care was observed troubleshooting tips to customer stomer Care provided troubleshooting tips to customer
21031 20944 20841 20823 20795 20771 20753 20704 20652 20450	7/20/16 7/19/16 7/18/16 7/15/16 7/15/16 7/14/16 7/14/16 7/14/16 7/13/16 7/13/16 7/8/16	7/20/16 Phone 7/20/16 Phone 7/19/16 Phone 2/28/17 Phone 7/15/16 Phone 7/15/16 Phone 8/30/16 Phone 7/14/16 Phone 7/14/16 Phone 7/13/16 Phone 7/13/16 Phone 7/13/16 Phone	Answering machine won?t play messages Cus	stomer Care provided troubleshooting tips to customer stomer Care provided troubleshooting tips to customer stomer Care was able to provide technical assistance which resolved the customers issue stomer Care was able to provide technical assistance which resolved the customers issue stomer Care provided troubleshooting tips to customer
21031 20944 20841 20823 20795 20771 20753 20704 20652 20450 20411	7/20/16 7/19/16 7/18/16 7/15/16 7/15/16 7/14/16 7/14/16 7/14/16 7/13/16 7/13/16 7/8/16	7/20/16 Phone 7/20/16 Phone 7/19/16 Phone 2/28/17 Phone 7/15/16 Phone 7/15/16 Phone 8/30/16 Phone 7/14/16 Phone 7/14/16 Phone 7/14/16 Phone 7/13/16 Phone 7/13/16 Phone 7/8/16 Phone	Answering machine won?t play messages Cus Answering machine won?t play messages Cus Answering machine won?t play messages Cus Answering machine won?t play messages	stomer Care provided troubleshooting tips to customer stomer Care was able to provide technical assistance which resolved the customers issue stomer returned phone stomer Care provided troubleshooting tips to customer
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22257	8/5/16	8/5/16 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
22152	8/4/16	8/4/16 Phone	Answering machine won?t play messages	Customer Care was able to provide technical assistance which resolved the customers issue
21998	8/2/16	8/2/16 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
26385	9/28/16	9/28/16 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
26281	9/27/16	9/28/16 Phone		Customer Care was able to provide technical assistance which resolved the customers issue
26047	9/26/16	9/26/16 Phone	Answering machine won?t play messages	
26093	9/26/16	9/30/16 Phone		Customer Care was able to provide technical assistance which resolved the customers issue
25951	9/23/16	9/23/16 Phone		Customer Care provided troubleshooting tips to customer
25936	9/23/16	9/23/16 Phone	Answering machine won't play messages Answering machine won't play messages	
25930	9/23/16	9/30/16 Phone		Customer Care provided troubleshooting tips to customer
25902	9/23/16	9/23/16 Phone		Customer Care provided troubleshooting tips to customer
25717	9/22/16	9/27/16 Phone	Answering machine won?t play messages	
25645	9/21/16	9/29/16 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
25674	9/21/16	9/23/16 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
25667	9/21/16	9/23/16 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
25541	9/20/16	9/30/16 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
25470	9/20/16	9/27/16 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
25458	9/20/16	9/20/16 Phone		Customer Care provided troubleshooting tips to customer
25292	9/19/16	9/19/16 Phone		Customer Care provided troubleshooting tips to customer
25222	9/19/16	9/19/16 Phone		Customer Care provided troubleshooting tips to customer
25188	9/17/16	9/17/16 Phone	Answering machine won?t play messages	
25192	9/17/16	10/12/16 Phone	Answering machine won?t play messages	
24907	9/15/16	9/15/16 Phone		Customer Care provided troubleshooting tips to customer
24648	9/12/16	9/27/16 Phone		Customer Care provided troubleshooting tips to customer
24605	9/9/16	9/27/16 Phone		Customer Care provided troubleshooting tips to customer
24281	9/6/16	9/6/16 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
24257	9/6/16	9/6/16 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
24254	9/6/16	9/6/16 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
24147	9/1/16	9/1/16 Phone		Customer Care provided troubleshooting tips to customer
29437	10/31/16	10/31/16 Phone		Customer Care provided troubleshooting tips to customer
29509	10/31/16	10/31/16 Phone		Customer Care provided troubleshooting tips to customer
29389	10/30/16	10/30/16 Phone		Customer Care provided troubleshooting tips to customer
29353	10/30/16	10/29/16 Phone		Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer
29353	10/29/16	10/28/16 Phone		Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer
29200	10/28/16	10/28/16 Phone		Customer Care provided troubleshooting tips to customer
29193	10/28/16	10/29/16 Phone		Customer Care was able to provide technical assistance which resolved the customers issue
28886	10/25/16	10/25/16 Phone		Customer Care was able to provide technical assistance which resolved the customers issue
28823	10/25/16	10/25/16 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
28656	10/24/16	10/25/16 Phone	Answering machine won?t play messages	Customer Care was able to provide technical assistance which resolved the customers issue
28642	10/24/16	10/24/16 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
28633	10/24/16	10/24/16 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
28570	10/21/16	10/21/16 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
28585	10/21/16	10/24/16 Phone		Customer Care was able to provide technical assistance which resolved the customers issue
28472	10/20/16	10/20/16 Phone		Customer Care provided troubleshooting tips to customer
28325	10/19/16	10/19/16 Phone		Customer Care provided troubleshooting tips to customer
28037	10/17/16	10/17/16 Phone		Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer
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27995		10/31/16 Phone		Customer Care was able to provide technical assistance which resolved the customers issue
27934	10/17/16	10/21/16 Phone	Answering machine won?t play messages	
27942	10/17/16	10/19/16 Phone		Customer Care was able to provide technical assistance which resolved the customers issue
27867	10/14/16	10/14/16 Phone		Customer Care provided troubleshooting tips to customer
27873	10/14/16	10/17/16 Phone	Answering machine won?t play messages	Customer Care was able to provide technical assistance which resolved the customers issue
27657	10/13/16	10/13/16 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
27584	10/12/16	10/12/16 Phone	Answering machine won?t play messages	Customer resolved issue on their own
27516	10/11/16	10/12/16 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
27434	10/11/16	10/11/16 Phone		Customer Care provided troubleshooting tips to customer
27372	10/11/16	10/11/16 Phone		Customer Care provided troubleshooting tips to customer
27372	10/11/16	10/11/10 Phone		Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer
27308	10/10/16	10/7/16 Phone		Customer Care was able to provide technical assistance which resolved the customers issue
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27015	10/6/16	10/6/16 Phone		Customer Care provided troubleshooting tips to customer
26665	10/3/16	10/6/16 Phone		Customer Care was able to provide technical assistance which resolved the customers issue
32839	11/27/16	11/27/16 Phone		Customer Care was able to provide technical assistance which resolved the customers issue
32745	11/25/16	11/25/16 Phone		Customer Care was able to provide technical assistance which resolved the customers issue
				Customer Core was able to provide technical essistance which received the systematic issue
32446	11/22/16	11/22/16 Phone	Answering machine won?t play messages	Customer Care was able to provide technical assistance which resolved the customers issue
32446 32396	11/22/16 11/21/16	11/22/16 Phone 11/21/16 Phone		Customer Care was able to provide technical assistance which resolved the customers issue
			Answering machine won?t play messages	·
32396	11/21/16	11/21/16 Phone	Answering machine won?t play messages Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
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45753	3/3/17	3/3/17 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
45632	3/2/17	3/2/17 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
45596	3/2/17	3/2/17 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
45524	3/1/17	3/1/17 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
45403	3/1/17	3/1/17 Phone	Answering machine won?t play messages	Customer Care was able to provide technical assistance which resolved the customers issue
55080	4/30/17	4/30/17 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
55066	4/30/17	4/30/17 Phone		Customer Care provided troubleshooting tips to customer
55054	4/30/17	4/30/17 Phone	. , .	Customer Care provided troubleshooting tips to customer
55081	4/30/17	5/16/17 Phone		Customer Care was able to provide technical assistance which resolved the customers issue
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55031	4/29/17	4/29/17 Phone		Customer Care provided troubleshooting tips to customer
55030	4/29/17	4/30/17 Phone		Customer Care was able to provide technical assistance which resolved the customers issue
54972	4/29/17	4/29/17 Phone		Customer Care provided troubleshooting tips to customer
54703	4/27/17	4/27/17 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
54683	4/27/17	4/27/17 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
54668	4/27/17	4/27/17 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
54372	4/26/17	4/26/17 Phone	Answering machine won?t play messages	Customer Care was able to provide technical assistance which resolved the customers issue
54186	4/25/17	4/26/17 Phone	Answering machine won?t play messages	Customer Care was able to provide technical assistance which resolved the customers issue
54147	4/25/17	4/27/17 Phone	Answering machine won?t play messages	Customer Care was able to provide technical assistance which resolved the customers issue
53945	4/24/17	4/24/17 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
53864	4/24/17	4/24/17 Phone		Customer Care provided troubleshooting tips to customer
53823	4/23/17	5/2/17 Phone	Answering machine won't play messages	
53774	4/22/17	4/22/17 Phone		Customer Care provided troubleshooting tips to customer
53771	4/22/17	4/22/17 Phone		Customer Care provided troubleshooting tips to customer
53749	4/22/17	4/22/17 Phone		Customer Care provided troubleshooting tips to customer
53569	4/21/17	4/21/17 Phone		Customer Care provided troubleshooting tips to customer
53341	4/20/17	4/20/17 Phone		Customer Care provided troubleshooting tips to customer
53294	4/19/17	4/19/17 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
52985	4/18/17	4/18/17 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
52690	4/17/17	4/17/17 Phone	Answering machine won?t play messages	Customer Care was able to provide technical assistance which resolved the customers issue
52774	4/17/17	4/30/17 Phone		Customer Care was able to provide technical assistance which resolved the customers issue
52404	4/14/17	4/14/17 Phone		Customer Care provided troubleshooting tips to customer
52352	4/13/17	5/13/17 Phone	. , .	Customer Care was able to provide technical assistance which resolved the customers issue
52214	4/13/17	5/2/17 Phone	. , .	Customer Care was able to provide technical assistance which resolved the customers issue
52149	4/13/17	4/12/17 Phone		Customer Care provided troubleshooting tips to customer
52149	4/12/17			
		4/11/17 Phone		Customer Care provided troubleshooting tips to customer
51704	4/11/17	4/11/17 Phone		Customer Care was able to provide technical assistance which resolved the customers issue
51636	4/10/17	4/11/17 Phone		Customer Care was able to provide technical assistance which resolved the customers issue
51618	4/10/17	4/11/17 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
51558	4/10/17	4/10/17 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
51394	4/8/17	4/8/17 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
51402	4/8/17	4/8/17 Phone	Answering machine won?t play messages	Customer Care was able to provide technical assistance which resolved the customers issue
51336	4/7/17	4/7/17 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
50765	4/5/17	4/5/17 Phone		Customer Care provided troubleshooting tips to customer
50361	4/3/17	4/3/17 Phone		Customer Care provided troubleshooting tips to customer
50473	4/3/17	4/5/17 Phone		Customer Care was able to provide technical assistance which resolved the customers issue
50235	4/1/17	4/1/17 Phone		Customer Care provided troubleshooting tips to customer
60289	5/31/17	6/7/17 Phone		Customer Care was able to provide technical assistance which resolved the customers issue
00209	5/31/17	6/1/17 Phone		
COZOE				Customer Care was able to provide technical assistance which resolved the customers issue
60395				
60280	5/31/17	6/6/17 Phone	Answering machine won?t play messages	
60280 60130	5/31/17 5/30/17	6/6/17 Phone 5/30/17 Phone	Answering machine won?t play messages	Customer Care provided troubleshooting tips to customer
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20580	7/12/16	7/12/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
20583	7/12/16	7/12/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
20687	7/13/16	9/30/16 Phone	Can?t make and/or receive calls	Unable to make contact with customer
20701			Can?t make and/or receive calls	
	7/13/16	8/24/16 Phone	· · · · · · · · · · · · · · · · · · ·	Unable to make contact with customer
20804	7/14/16	7/14/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
20827	7/15/16	7/15/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
20884	7/16/16	12/13/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
20934	7/18/16	10/11/16 Phone	Can?t make and/or receive calls	Unable to make contact with customer
20937	7/18/16	7/22/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
20971	7/18/16	7/27/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
20905	7/18/16	7/18/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
20950	7/18/16	9/29/16 Phone	Can?t make and/or receive calls	Customer resolved issue on their own
20968	7/18/16	7/18/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
			· · · · · · · · · · · · · · · · · · ·	Unable to make contact with customer
20980	7/19/16	8/24/16 Phone	Can?t make and/or receive calls	***************************************
21043	7/19/16	7/19/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
21044	7/19/16	7/26/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
21081	7/20/16	7/26/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
21143	7/21/16	7/21/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
21179	7/21/16	7/21/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
21183	7/21/16	7/21/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
21210	7/21/16	7/21/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
21212	7/21/16	7/21/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
21320	7/22/16	7/23/16 Phone	Can?t make and/or receive calls	Customer resolved issue on their own
21273	7/22/16	7/25/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
21322	7/22/16	7/22/16 Phone	Can?t make and/or receive calls	
			·	Customer Care provided troubleshooting tips to customer
21353	7/25/16	7/25/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
21529	7/26/16	8/2/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
21455	7/26/16	7/26/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
21459	7/26/16	7/26/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
21527	7/26/16	7/26/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
21590	7/27/16	8/2/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
21584	7/27/16	10/26/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
21789	7/29/16	9/9/16 Phone	Can?t make and/or receive calls	Customer returning phone
				Customer wanted to make international calls from outside of US. Informed customer that wasn't
21761	7/29/16	7/29/16 Phone	Can?t make and/or receive calls	allowed
21913	8/1/16	8/24/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
21851	8/1/16	8/5/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
21920	8/1/16	8/9/16 Phone	Can?t make and/or receive calls	Customer resolved issue on their own
22002	8/2/16	8/12/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
21993	8/2/16	8/2/16 Phone	Can't make and/or receive calls	
21995	8/2/16	8/2/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Technical issue identified and resolved
22015	8/2/16	8/2/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
22036	8/3/16	8/3/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
22120	8/4/16	8/4/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
22138	8/4/16	8/4/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
22198	8/4/16	8/4/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
22212	8/5/16	8/5/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
22247	8/5/16	8/5/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
22265	8/5/16	8/5/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
22344	8/8/16	0 /00 /4 C DI		Technical issue identified and resolved
22356	8/8/16	9/23/16 Phone	Can?t make and/or receive calls	
22373	-, -,	8/29/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
22070	8/8/16	8/29/16 Phone 8/8/16 Phone		Technical issue identified and resolved Technical issue identified and resolved
22381		8/29/16 Phone	Can?t make and/or receive calls	
	8/8/16	8/29/16 Phone 8/8/16 Phone	Can?t make and/or receive calls Can?t make and/or receive calls	Technical issue identified and resolved
22381 22395	8/8/16 8/8/16 8/8/16	8/29/16 Phone 8/8/16 Phone 8/8/16 Phone 8/8/16 Phone	Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls	Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer
22381 22395 22487	8/8/16 8/8/16 8/8/16 8/9/16	8/29/16 Phone 8/8/16 Phone 8/8/16 Phone 8/8/16 Phone 9/29/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Unable to make contact with customer
22381 22395 22487 22459	8/8/16 8/8/16 8/8/16 8/9/16 8/9/16	8/29/16 Phone 8/8/16 Phone 8/8/16 Phone 8/8/16 Phone 9/29/16 Phone 8/9/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Unable to make contact with customer Customer Care provided troubleshooting tips to customer
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22381 22395 22487 22459 22530 22544	8/8/16 8/8/16 8/8/16 8/9/16 8/9/16 8/10/16	8/29/16 Phone 8/8/16 Phone 8/8/16 Phone 8/8/16 Phone 9/29/16 Phone 8/9/16 Phone 9/29/16 Phone 8/10/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Unable to make contact with customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer
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22381 22395 22487 22459 22530 22544 22659 22605 22623 22655 22703 22768 22826 22874 22881 22862 22948 22908 23007 23035 23040 23093 23095 23129 23145 23209 23224 23220 23210	8/8/16 8/8/16 8/8/16 8/9/16 8/9/16 8/10/16 8/10/16 8/11/16 8/11/16 8/11/16 8/11/16 8/15/16	8/29/16 Phone 8/8/16 Phone 8/8/16 Phone 8/8/16 Phone 8/8/16 Phone 9/29/16 Phone 8/9/16 Phone 9/29/16 Phone 8/10/16 Phone 8/10/16 Phone 8/11/16 Phone 8/11/16 Phone 8/11/16 Phone 8/11/16 Phone 8/12/16 Phone 8/12/16 Phone 8/12/16 Phone 8/16/16 Phone 8/16/16 Phone 9/8/16 Phone 8/15/16 Phone 8/16/16 Phone 8/17/16 Phone 8/17/16 Phone 8/17/16 Phone 8/17/16 Phone 8/18/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Unable to make contact with customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Unable to make contact with customer Customer Care provided troubleshooting tips to customer Unable to make contact with customer Customer resolved issue on their own Unable to make contact with customer Customer Care provided troubleshooting tips to customer Sent out for in home visit to resolve customer issue Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Sending customer a replacement phone Customer Is returning their phone Technical issue identified and resolved Customer Care provided troubleshooting tips to customer
22381 22395 22487 22459 22530 22544 22659 22605 22623 22655 22703 22768 22826 22874 22881 22862 22948 22908 23007 23035 23040 23093 23095 23129 23145 23209 23224 23220	8/8/16 8/8/16 8/8/16 8/9/16 8/10/16 8/10/16 8/11/16 8/11/16 8/11/16 8/11/16 8/15/16	8/29/16 Phone 8/8/16 Phone 8/8/16 Phone 8/8/16 Phone 8/8/16 Phone 9/29/16 Phone 8/9/16 Phone 9/29/16 Phone 8/10/16 Phone 9/29/16 Phone 8/11/16 Phone 8/11/16 Phone 8/11/16 Phone 8/11/16 Phone 8/12/16 Phone 8/12/16 Phone 8/15/16 Phone 8/15/16 Phone 8/15/16 Phone 8/16/16 Phone 8/17/16 Phone 8/17/16 Phone 8/17/16 Phone 8/17/16 Phone 8/18/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Unable to make contact with customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Unable to make contact with customer Customer Care provided troubleshooting tips to customer Unable to make contact with customer Customer resolved issue on their own Unable to make contact with customer Customer Care provided troubleshooting tips to customer Sent out for in home visit to resolve customer issue Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Sending customer a replacement phone Customer is returning their phone Technical issue identified and resolved

24031	8/31/16	9/1/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
24054	8/31/16	10/25/16 Phone	Can?t make and/or receive calls	Unable to make contact with customer
23996	8/30/16	9/13/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
23847	8/29/16	8/29/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
23809				Technical issue identified and resolved
	8/29/16	9/13/16 Phone	Can?t make and/or receive calls	
23846	8/29/16	9/16/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
23822	8/29/16	9/2/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
23779	8/27/16	9/1/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
23690	8/26/16	8/26/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
23740	8/26/16	9/2/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
23681	8/25/16	8/25/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
23672	8/25/16	8/25/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
23518	8/24/16	8/24/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
23508	8/24/16	8/24/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
23492	8/24/16	8/24/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
23451	8/23/16	8/23/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
23406	8/23/16	8/23/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
23384	8/22/16	8/22/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
23340	8/22/16	8/22/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
26614	9/30/16	9/30/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
26578	9/30/16	9/30/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
26517	9/29/16	9/29/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
26516	9/29/16	9/29/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
26460	9/29/16	9/29/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
26419	9/29/16	9/30/16 Phone	Can?t make and/or receive calls	
26340				Technical issue identified and resolved Customer Care provided troubleshooting tips to customer
	9/28/16	9/28/16 Phone	Can?t make and/or receive calls	
26319	9/28/16	9/29/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
26314	9/28/16	9/28/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
26292	9/28/16	9/28/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
26333	9/28/16	10/5/16 Phone	Can?t make and/or receive calls	Unable to make contact with customer
26274	9/27/16	9/27/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
26252	9/27/16	9/27/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
26236	9/27/16	10/3/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
26059	9/26/16	9/26/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
26016	9/26/16	9/26/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
26151	9/26/16	10/6/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
26128	9/26/16	9/27/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
26136	9/26/16	10/3/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
26122	9/26/16	10/12/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
26049	9/26/16	9/29/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
25942	9/23/16	9/23/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
25953	9/23/16	10/14/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
25800	9/22/16	9/22/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
25726	9/22/16	9/22/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
25720	9/22/16	9/22/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
				customer care provided troubleshooting tips to customer
				Technical issue identified and resolved
25828	9/22/16	10/12/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
25828 25707	9/22/16 9/22/16	10/12/16 Phone 10/5/16 Phone	Can?t make and/or receive calls Can?t make and/or receive calls	Technical issue identified and resolved
25828 25707 25572	9/22/16 9/22/16 9/21/16	10/12/16 Phone 10/5/16 Phone 9/21/16 Phone	Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls	Technical issue identified and resolved Customer Care provided troubleshooting tips to customer
25828 25707 25572 25675	9/22/16 9/22/16 9/21/16 9/21/16	10/12/16 Phone 10/5/16 Phone 9/21/16 Phone 10/7/16 Phone	Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls	Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved
25828 25707 25572 25675 25527	9/22/16 9/22/16 9/21/16 9/21/16 9/20/16	10/12/16 Phone 10/5/16 Phone 9/21/16 Phone 10/7/16 Phone 9/20/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer
25828 25707 25572 25675 25527 25464	9/22/16 9/22/16 9/21/16 9/21/16 9/20/16 9/20/16	10/12/16 Phone 10/5/16 Phone 9/21/16 Phone 10/7/16 Phone 9/20/16 Phone 9/20/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved
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24392	9/7/16	9/7/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
24390	9/7/16	9/7/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
24342	9/7/16	9/7/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
24354	9/7/16	10/18/16 Phone	Can?t make and/or receive calls	Sending customer a replacement phone
24322	9/6/16	9/6/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
24315	9/6/16	9/6/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
24278	9/6/16	9/6/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
24250	9/6/16	9/6/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
24193	9/2/16	9/2/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
24191	9/2/16	9/2/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
24172	9/2/16	9/2/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
29532	10/31/16	11/8/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
29493	10/31/16	10/31/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
29454	10/31/16	10/31/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
29449	10/31/16	10/31/16 Phone	Can?t make and/or receive calls	Customer resolved issue on their own
29440	10/31/16	10/31/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
29431	10/31/16	10/31/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
29412	10/31/16	10/31/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
29539	10/31/16	10/31/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
29329	10/29/16	10/29/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
29324	10/29/16	10/30/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
29350	10/29/16	11/15/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved Technical issue identified and resolved
29310			· · · · · · · · · · · · · · · · · · ·	
	10/28/16	10/29/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
29309	10/28/16	11/15/16 Phone	Can?t make and/or receive calls	Unable to make contact with customer
29161	10/27/16	10/27/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
29046	10/26/16	10/26/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
29041	10/26/16	10/26/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
29029	10/26/16	10/26/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
29010	10/26/16	11/8/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
28916	10/26/16	10/31/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
28915	10/26/16	10/26/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
28900	10/26/16	10/26/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
28909	10/26/16	10/26/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
28839	10/25/16	10/25/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
28787	10/25/16	10/25/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
28750	10/24/16	10/24/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
28701	10/24/16	10/24/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
28675	10/24/16	10/24/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
28674	10/24/16	10/27/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
28672	10/24/16	10/30/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
28665	10/24/16	10/24/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
28640	10/24/16	10/24/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
28639	10/24/16	10/24/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved Technical issue identified and resolved
	10/24/16	10/24/16 Phone	Carrit make and/or receive calls	
	10/21/10	10/24/1C Db	C2+	
28631	10/24/16	10/24/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
28638	10/24/16	11/28/16 Phone	Can?t make and/or receive calls	Customer is returning their phone
28638 28627	10/24/16 10/24/16	11/28/16 Phone 11/11/16 Phone	Can?t make and/or receive calls Can?t make and/or receive calls	Customer is returning their phone Technical issue identified and resolved
28638 28627 28602	10/24/16 10/24/16 10/21/16	11/28/16 Phone 11/11/16 Phone 10/21/16 Phone	Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls	Customer is returning their phone Technical issue identified and resolved Customer Care provided troubleshooting tips to customer
28638 28627 28602 28591	10/24/16 10/24/16 10/21/16 10/21/16	11/28/16 Phone 11/11/16 Phone 10/21/16 Phone 10/21/16 Phone	Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls	Customer is returning their phone Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer
28638 28627 28602 28591 28473	10/24/16 10/24/16 10/21/16 10/21/16 10/20/16	11/28/16 Phone 11/11/16 Phone 10/21/16 Phone 10/21/16 Phone 10/31/16 Phone	Can?t make and/or receive calls	Customer is returning their phone Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved
28638 28627 28602 28591	10/24/16 10/24/16 10/21/16 10/21/16	11/28/16 Phone 11/11/16 Phone 10/21/16 Phone 10/21/16 Phone	Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls	Customer is returning their phone Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer
28638 28627 28602 28591 28473	10/24/16 10/24/16 10/21/16 10/21/16 10/20/16	11/28/16 Phone 11/11/16 Phone 10/21/16 Phone 10/21/16 Phone 10/31/16 Phone	Can?t make and/or receive calls	Customer is returning their phone Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved
28638 28627 28602 28591 28473 28417	10/24/16 10/24/16 10/21/16 10/21/16 10/20/16 10/20/16	11/28/16 Phone 11/11/16 Phone 10/21/16 Phone 10/21/16 Phone 10/31/16 Phone 10/20/16 Phone	Can?t make and/or receive calls	Customer is returning their phone Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer
28638 28627 28602 28591 28473 28417 28426	10/24/16 10/24/16 10/21/16 10/21/16 10/20/16 10/20/16 10/20/16	11/28/16 Phone 11/11/16 Phone 10/21/16 Phone 10/21/16 Phone 10/31/16 Phone 10/20/16 Phone 11/2/16 Phone	Can?t make and/or receive calls	Customer is returning their phone Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved
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28638 28627 28602 28591 28473 28417 28426 28367 28260	10/24/16 10/24/16 10/21/16 10/21/16 10/20/16 10/20/16 10/20/16 10/19/16 10/19/16	11/28/16 Phone 11/11/16 Phone 10/21/16 Phone 10/21/16 Phone 10/31/16 Phone 10/20/16 Phone 11/2/16 Phone 10/19/16 Phone 10/19/16 Phone	Can?t make and/or receive calls	Customer is returning their phone Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer
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28638 28627 28602 28591 28473 28417 28426 28367 28260 28283 28266 28138	10/24/16 10/24/16 10/21/16 10/21/16 10/20/16 10/20/16 10/20/16 10/19/16 10/19/16 10/19/16 10/19/16 10/19/16	11/28/16 Phone 11/11/16 Phone 10/21/16 Phone 10/21/16 Phone 10/21/16 Phone 10/20/16 Phone 11/2/16 Phone 11/2/16 Phone 10/19/16 Phone 10/19/16 Phone 10/28/16 Phone 11/1/16 Phone 11/1/16 Phone	Can?t make and/or receive calls	Customer is returning their phone Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Customer returning phone Technical issue identified and resolved Technical issue identified and resolved
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27108	10/7/16	10/7/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
27087	10/6/16	10/6/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
27063	10/6/16	10/13/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
27057	10/6/16	10/6/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
27079	10/6/16	10/12/16 Phone	Can?t make and/or receive calls	Sending customer a replacement phone
26998	10/6/16	11/3/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
26979	10/5/16	10/5/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
26954	10/5/16	10/5/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
26950	10/5/16	10/11/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
26935	10/5/16	10/5/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
26929	10/5/16	10/5/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
26865	10/5/16	10/5/16 Phone	Can?t make and/or receive calls	Sending customer a replacement phone
26853	10/4/16	10/4/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
26851	10/4/16	10/4/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
26804	10/4/16	10/4/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
26762	10/4/16	10/4/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
26756	10/4/16	10/4/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
26778	10/4/16	10/12/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
26792	10/4/16	11/4/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
26729	10/3/16	10/3/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
26710	10/3/16	10/3/16 Phone	Can?t make and/or receive calls	Customer resolved issue on their own
26707	10/3/16	10/13/16 Phone	Can?t make and/or receive calls	Customer returning phone
26670	10/3/16	10/4/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
26689	10/3/16	10/30/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
26727	10/3/16	10/14/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
26658	10/3/16	10/28/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
33330	11/30/16	12/11/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
33287	11/30/16	11/30/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
33267	11/30/16	11/30/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
33258	11/30/16	12/20/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
33194	11/30/16	2/15/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
33206	11/30/16	12/27/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
33096	11/29/16	12/3/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
33091	11/29/16	11/29/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
33089	11/29/16	11/29/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
33011	11/28/16	12/27/16 Phone	Can?t make and/or receive calls	Customer returning phone
32882	11/28/16	12/8/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
32950	11/28/16	12/5/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
32778	11/26/16	11/26/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
32714	11/23/16	11/23/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
32706	11/23/16	11/23/16 Phone	Can?t make and/or receive calls Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
32687	11/23/16	12/9/16 Phone		Technical issue identified and resolved
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32683	11/23/16	11/25/16 Phone	Can?t make and/or receive calls	Customer is returning their phone
32683 32558	11/23/16 11/22/16	11/25/16 Phone 11/22/16 Phone	Can?t make and/or receive calls Can?t make and/or receive calls	Customer is returning their phone Technical issue identified and resolved
32683 32558 32467	11/23/16 11/22/16 11/22/16	11/25/16 Phone 11/22/16 Phone 12/2/16 Phone	Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls	Customer is returning their phone Technical issue identified and resolved Technical issue identified and resolved
32683 32558 32467 32397	11/23/16 11/22/16 11/22/16 11/21/16	11/25/16 Phone 11/22/16 Phone 12/2/16 Phone 11/21/16 Phone	Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls	Customer is returning their phone Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer
32683 32558 32467 32397 32337	11/23/16 11/22/16 11/22/16 11/21/16 11/21/16	11/25/16 Phone 11/22/16 Phone 12/2/16 Phone 11/21/16 Phone 11/21/16 Phone	Can?t make and/or receive calls	Customer is returning their phone Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer
32683 32558 32467 32397 32337 32312	11/23/16 11/22/16 11/22/16 11/21/16 11/21/16 11/21/16	11/25/16 Phone 11/22/16 Phone 12/2/16 Phone 11/21/16 Phone 11/21/16 Phone 11/21/16 Phone	Can?t make and/or receive calls	Customer is returning their phone Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved
32683 32558 32467 32397 32337 32312 32203	11/23/16 11/22/16 11/22/16 11/21/16 11/21/16 11/21/16 11/20/16	11/25/16 Phone 11/22/16 Phone 12/2/16 Phone 11/21/16 Phone 11/21/16 Phone 11/21/16 Phone 11/20/16 Phone	Can?t make and/or receive calls	Customer is returning their phone Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Technical issue identified and resolved
32683 32558 32467 32397 32337 32312 32203 32199	11/23/16 11/22/16 11/22/16 11/21/16 11/21/16 11/21/16 11/20/16 11/19/16	11/25/16 Phone 11/22/16 Phone 12/2/16 Phone 11/21/16 Phone 11/21/16 Phone 11/21/16 Phone 11/20/16 Phone 12/15/16 Phone	Can?t make and/or receive calls	Customer is returning their phone Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Technical issue identified and resolved Technical issue identified and resolved
32683 32558 32467 32397 32337 32312 32203 32199 32147	11/23/16 11/22/16 11/22/16 11/21/16 11/21/16 11/21/16 11/20/16 11/19/16 11/18/16	11/25/16 Phone 11/22/16 Phone 12/21/16 Phone 11/21/16 Phone 11/21/16 Phone 11/21/16 Phone 11/20/16 Phone 12/15/16 Phone 11/19/16 Phone	Can?t make and/or receive calls	Customer is returning their phone Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved
32683 32558 32467 32397 32337 32312 32203 32199 32147 32137	11/23/16 11/22/16 11/22/16 11/21/16 11/21/16 11/21/16 11/20/16 11/19/16 11/18/16	11/25/16 Phone 11/22/16 Phone 12/2/16 Phone 11/21/16 Phone 11/21/16 Phone 11/21/16 Phone 11/20/16 Phone 12/15/16 Phone 11/19/16 Phone 11/18/16 Phone	Can?t make and/or receive calls	Customer is returning their phone Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer
32683 32558 32467 32397 32337 32312 32203 32199 32147 32137 32127	11/23/16 11/22/16 11/22/16 11/21/16 11/21/16 11/21/16 11/20/16 11/19/16 11/18/16 11/18/16	11/25/16 Phone 11/22/16 Phone 12/2/16 Phone 11/21/16 Phone 11/21/16 Phone 11/21/16 Phone 11/20/16 Phone 11/19/16 Phone 11/19/16 Phone 11/18/16 Phone	Can?t make and/or receive calls	Customer is returning their phone Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved
32683 32558 32467 32397 32337 32312 32203 32199 32147 32137 32127 32087	11/23/16 11/22/16 11/21/16 11/21/16 11/21/16 11/21/16 11/20/16 11/19/16 11/18/16 11/18/16 11/18/16	11/25/16 Phone 11/22/16 Phone 12/2/16 Phone 11/21/16 Phone 11/21/16 Phone 11/21/16 Phone 11/20/16 Phone 11/20/16 Phone 11/19/16 Phone 11/18/16 Phone 11/18/16 Phone 11/18/16 Phone 11/18/16 Phone	Can?t make and/or receive calls	Customer is returning their phone Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Technical issue identified and resolved
32683 32558 32467 32397 32337 32312 32203 32199 32147 32137 32127 32087 31975	11/23/16 11/22/16 11/22/16 11/21/16 11/21/16 11/21/16 11/20/16 11/18/16 11/18/16 11/18/16 11/18/16 11/18/16	11/25/16 Phone 11/22/16 Phone 12/2/16 Phone 11/21/16 Phone 11/21/16 Phone 11/21/16 Phone 11/21/16 Phone 11/20/16 Phone 11/19/16 Phone 11/19/16 Phone 11/18/16 Phone 11/28/16 Phone 11/28/16 Phone 11/28/16 Phone	Can?t make and/or receive calls	Customer is returning their phone Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer
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32683 32558 32467 32397 32337 32312 32203 32199 32147 32137 32027 32087 31975 31973	11/23/16 11/22/16 11/22/16 11/21/16 11/21/16 11/21/16 11/20/16 11/19/16 11/18/16 11/18/16 11/18/16 11/18/16 11/17/16 11/17/16	11/25/16 Phone 11/22/16 Phone 12/2/16 Phone 11/21/16 Phone 11/21/16 Phone 11/21/16 Phone 11/21/16 Phone 11/20/16 Phone 11/19/16 Phone 11/19/16 Phone 11/18/16 Phone 11/28/16 Phone 11/28/16 Phone 11/21/16 Phone 11/17/16 Phone 11/17/16 Phone	Can?t make and/or receive calls	Customer is returning their phone Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer is returning their phone
32683 32558 32467 32397 32337 32312 32203 32199 32147 32137 32127 32087 31975 31973 32014	11/23/16 11/22/16 11/22/16 11/21/16 11/21/16 11/21/16 11/20/16 11/19/16 11/18/16 11/18/16 11/18/16 11/18/16 11/17/16 11/17/16	11/25/16 Phone 11/22/16 Phone 12/2/16 Phone 11/21/16 Phone 11/21/16 Phone 11/21/16 Phone 11/20/16 Phone 11/20/16 Phone 11/19/16 Phone 11/19/16 Phone 11/18/16 Phone 11/18/16 Phone 11/28/16 Phone 11/21/16 Phone 11/71/16 Phone 11/17/16 Phone 11/17/16 Phone 11/17/16 Phone	Can?t make and/or receive calls	Customer is returning their phone Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer is returning their phone Technical issue identified and resolved
32683 32558 32467 32397 32337 32312 32203 32199 32147 32137 32127 32087 31975 31973 32014 32012	11/23/16 11/22/16 11/22/16 11/21/16 11/21/16 11/21/16 11/20/16 11/18/16 11/18/16 11/18/16 11/18/16 11/17/16 11/17/16 11/17/16 11/17/16	11/25/16 Phone 11/22/16 Phone 12/2/16 Phone 11/21/16 Phone 11/21/16 Phone 11/21/16 Phone 11/21/16 Phone 11/20/16 Phone 11/19/16 Phone 11/19/16 Phone 11/18/16 Phone 11/18/16 Phone 11/28/16 Phone 11/21/16 Phone 11/17/16 Phone 11/17/16 Phone 11/21/16 Phone 11/21/16 Phone 11/21/16 Phone 11/21/16 Phone	Can?t make and/or receive calls	Customer is returning their phone Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer is returning their phone Technical issue identified and resolved Technical issue identified and resolved
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32683 32558 32467 32397 32337 32312 32203 32199 32147 32137 32127 32087 31973 32014 32012 31943 31796 31631 31623 31589 31530 31531 31496 31479 31373 31369 31424 31432 31283 31299 31288 31150 31134 31150 31134 31150 31134 31150 31135	11/23/16 11/22/16 11/22/16 11/21/16 11/21/16 11/21/16 11/19/16 11/18/16 11/18/16 11/18/16 11/18/16 11/17/16 11/17/16 11/17/16 11/17/16 11/17/16 11/15/16 11/11/16 11/11/16 11/11/16 11/11/16 11/11/16 11/11/16 11/11/16 11/11/16 11/11/16 11/11/16 11/10/16 11/10/16 11/10/16 11/10/16	11/25/16 Phone 11/22/16 Phone 12/21/16 Phone 11/21/16 Phone 11/18/16 Phone 11/18/16 Phone 11/21/16 Phone 11/21/16 Phone 11/17/16 Phone 11/17/16 Phone 11/17/16 Phone 11/17/16 Phone 11/16/16 Phone	Can?t make and/or receive calls	Customer is returning their phone Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer is returning their phone Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Technical issue identified and res

30345	11/7/16	11/7/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved	
30259	11/7/16	11/7/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer	
30298	11/7/16	11/20/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved	
30336	11/7/16	1/30/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved	
30234	11/6/16	11/6/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer	
30043	11/4/16	11/4/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer	
29978	11/3/16	11/22/16 Phone	Can?t make and/or receive calls	Customer resolved issue on their own	
29931	11/3/16	11/14/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved	
29905	11/3/16	12/4/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved	
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29903	11/3/16	11/16/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved	
29776	11/2/16	11/2/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer	
29747	11/2/16	11/7/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved	
29697	11/2/16	11/28/16 Phone	Can?t make and/or receive calls	Unable to make contact with customer	
29662	11/1/16	11/15/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved	
29576	11/1/16	11/1/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved	
29634	11/1/16	11/1/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved	
37403	12/31/16	12/31/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer	
37289	12/30/16	12/30/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer	
37271	12/29/16	12/29/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer	
37252	12/29/16	12/29/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer	
37246	12/29/16	12/29/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer	
37242	12/29/16	12/29/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer	
37220	12/29/16	12/29/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer	
37198	12/29/16	12/29/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer	
37196	12/29/16	12/29/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer	
37284	12/29/16	12/29/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved	
37163	12/28/16	12/29/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved	
37149	12/28/16	12/28/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer	
37083	12/28/16	12/28/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer	
37074	12/28/16	1/4/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer	
37051	12/28/16	1/19/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved	
37025	12/27/16	12/27/16 Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer	
37023	12/27/16	1/5/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer	
37013	12/27/16	12/28/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved	
37008	12/27/16	12/27/16 Phone	Can?t make and/or receive calls		
			•	Customer returning phone	
36996	12/27/16	12/27/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved	
36986	12/27/16	1/17/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer	
36954	12/27/16	1/9/17 Phone	Can?t make and/or receive calls	Customer returning phone	
36902	12/27/16	1/19/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved	
36973	12/27/16	4/30/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved	
36970	12/27/16	4/19/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved	
36892	12/26/16	12/26/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer	
36850	12/26/16	12/27/16 Phone	Can?t make and/or receive calls	Customer resolved issue on their own	
36880	12/26/16	12/27/16 Phone	Can?t make and/or receive calls	Unable to make contact with customer	
36872	12/26/16		Can?t make and/or receive calls	Technical issue identified and resolved	
	12/26/16	12/26/16 Phone	•		
36861	12/26/16	1/7/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved	
			•	Technical issue identified and resolved Customer Care provided troubleshooting tips to customer	
36861	12/26/16	1/7/17 Phone	Can?t make and/or receive calls		
36861 36830	12/26/16 12/24/16	1/7/17 Phone 12/24/16 Phone	Can?t make and/or receive calls Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer	
36861 36830 36813	12/26/16 12/24/16 12/23/16	1/7/17 Phone 12/24/16 Phone 12/23/16 Phone	Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Technical issue identified and resolved	
36861 36830 36813 36810	12/26/16 12/24/16 12/23/16 12/23/16	1/7/17 Phone 12/24/16 Phone 12/23/16 Phone 12/23/16 Phone	Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer	
36861 36830 36813 36810 36808	12/26/16 12/24/16 12/23/16 12/23/16 12/23/16	1/7/17 Phone 12/24/16 Phone 12/23/16 Phone 12/23/16 Phone 12/23/16 Phone	Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Test call made, issue resolved	
36861 36830 36813 36810 36808 36794	12/26/16 12/24/16 12/23/16 12/23/16 12/23/16 12/23/16	1/7/17 Phone 12/24/16 Phone 12/23/16 Phone 12/23/16 Phone 12/23/16 Phone 1/20/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Test call made, issue resolved Technical issue identified and resolved	
36861 36830 36813 36810 36808 36794 36793	12/26/16 12/24/16 12/23/16 12/23/16 12/23/16 12/23/16 12/23/16	1/7/17 Phone 12/24/16 Phone 12/23/16 Phone 12/23/16 Phone 12/23/16 Phone 1/20/17 Phone 1/23/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Test call made, issue resolved Technical issue identified and resolved Unable to make contact with customer	
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35013	12/11/16	12/11/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
35002	12/11/16	12/24/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
34955	12/10/16	12/10/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
34790	12/9/16	12/9/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
34754	12/9/16	1/23/17 Phone	Can?t make and/or receive calls	Customer resolved issue on their own
34718	12/9/16	12/9/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
34697	12/9/16	12/9/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
34859	12/9/16	12/21/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
34855	12/9/16	12/20/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
34602	12/8/16	12/30/16 Phone	Can?t make and/or receive calls	Unable to make contact with customer
34406	12/7/16	12/7/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
34376	12/7/16	1/14/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
34314	12/7/16	12/8/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
34168	12/6/16	12/15/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
34124	12/6/16	1/3/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
34123	12/6/16	12/7/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
34018	12/5/16	12/5/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
33880	12/5/16	12/5/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
34052	12/5/16	12/6/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
33832	12/4/16	12/11/16 Phone	Can?t make and/or receive calls	Customer resolved issue on their own
33826	12/4/16	12/4/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
33797	12/3/16	12/6/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
33775	12/3/16	12/3/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
33743	12/3/16	12/3/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
33748	12/3/16	12/9/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
33714	12/2/16	12/2/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
33650	12/2/16	12/2/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
33614	12/2/16	12/2/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
33577	12/2/16	12/4/16 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
33617	12/2/16	1/30/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
33534	12/1/16	12/1/16 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
41327	1/31/17	1/31/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
41324	1/31/17	1/31/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
41276	1/31/17	1/31/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
41217	1/31/17	1/31/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
41126	1/30/17	1/30/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
41046	1/30/17	1/30/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
41005	1/30/17	1/30/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
40940	1/30/17	1/30/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
41009	1/30/17	3/4/17 Phone	Can?t make and/or receive calls	Customer returning phone
41114	1/30/17	2/7/17 Phone	Can?t make and/or receive calls	Unable to make contact with customer
41074	1/30/17	1/31/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
40007	1/20/17	1 /20 /17 Db	C2+	
40897	1/29/17	1/29/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
40857	1/28/17	4/1/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
40857 40750	1/28/17 1/27/17	4/1/17 Phone 1/27/17 Phone	Can?t make and/or receive calls Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer
40857 40750 40733	1/28/17 1/27/17 1/27/17	4/1/17 Phone 1/27/17 Phone 1/30/17 Phone	Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved
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40857 40750 40733 40717 40696 40672 40665 40699 40465 40403	1/28/17 1/27/17 1/27/17 1/27/17 1/27/17 1/27/17 1/27/17 1/27/17 1/26/17	4/1/17 Phone 1/27/17 Phone 1/30/17 Phone 1/30/17 Phone 1/27/17 Phone 2/3/17 Phone 1/27/17 Phone 2/18/17 Phone 2/2/17 Phone 2/3/17 Phone 2/3/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Technical issue identified and resolved Customer is returning their phone Customer Care provided troubleshooting tips to customer
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40857 40750 40733 40771 40696 40672 40665 40669 40465 40403 40399 40463 40464 40462 40419 40370 40310 40306 40267 40252 40216 40214 40260 40130 40118 40102 40131 40005 40010 39992 39965 39904 39930 39977 39885 39882 39799	1/28/17 1/27/17 1/27/17 1/27/17 1/27/17 1/27/17 1/27/17 1/27/17 1/26/17 1/26/17 1/26/17 1/26/17 1/26/17 1/25/17 1/24/17 1/24/17 1/24/17 1/24/17 1/23/17 1/23/17 1/23/17 1/23/17 1/23/17 1/23/17 1/23/17 1/23/17 1/23/17 1/23/17 1/21/17 1/21/17	4/1/17 Phone 1/27/17 Phone 1/30/17 Phone 1/30/17 Phone 1/27/17 Phone 1/27/17 Phone 2/3/17 Phone 2/3/17 Phone 2/18/17 Phone 2/2/17 Phone 2/3/17 Phone 1/26/17 Phone 1/26/17 Phone 1/26/17 Phone 1/28/17 Phone 1/28/17 Phone 1/27/17 Phone 1/25/17 Phone 1/24/17 Phone 1/24/17 Phone 1/24/17 Phone 1/24/17 Phone 1/24/17 Phone 1/26/17 Phone 1/23/17 Phone 1/21/17 Phone 1/21/17 Phone 1/21/17 Phone 1/21/17 Phone 1/27/17 Phone 1/27/17 Phone 1/27/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer is returning their phone Customer Care provided troubleshooting tips to customer Test call made, issue resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer is returning their phone Customer is returning their phone Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Technical issue identified and re

39596	1/19/17	1/19/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
39548	1/19/17	1/20/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
39604	1/19/17	2/16/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
39490	1/18/17	1/20/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
39473	1/18/17	1/19/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
39394	1/18/17	1/18/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
39370	1/18/17	1/18/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
39368	1/18/17	1/18/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
39359	1/18/17	1/18/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
39336	1/18/17	1/18/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
39331	1/18/17	1/18/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
39332	1/18/17	1/20/17 Phone	Can?t make and/or receive calls	unable to make contact with customer
39285	1/17/17	1/17/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
39188	1/17/17	1/17/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
39309	1/17/17	1/18/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
39122	1/16/17	1/18/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
39084	1/16/17	1/18/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
38926	1/14/17	1/14/17 Phone	Can?t make and/or receive calls	Test call made, issue resolved
38885	1/13/17	1/13/17 Phone	Can?t make and/or receive calls	Test call made, issue resolved
38822	1/13/17	1/13/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
38815	1/13/17	1/13/17 Phone	Can?t make and/or receive calls	Customer is returning their phone
38901	1/13/17	1/18/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
38726	1/12/17	1/13/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
38724	1/12/17	1/12/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
38688	1/12/17	1/12/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
38629	1/12/17	1/12/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
38613	1/12/17	1/12/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
38606	1/12/17	1/12/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
38630	1/12/17	1/26/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
38566	1/11/17	1/11/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
38556	1/11/17	1/11/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
38508	1/11/17	1/11/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
38491	1/11/17	1/11/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
38482	1/11/17	1/29/17 Phone	Can?t make and/or receive calls	Customer is returning their phone
38403	1/10/17	1/10/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
38401	1/10/17	1/10/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
38400	1/10/17	1/10/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
38380	1/10/17	1/10/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
38379	1/10/17	1/10/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
38285	1/10/17	1/10/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
38179	1/9/17	1/9/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
38142	1/9/17	1/25/17 Phone	Can?t make and/or receive calls	Test call made, issue resolved
38095	1/9/17	1/13/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
38094	1/9/17	1/9/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
38085	1/8/17	1/8/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
38084	1/8/17	1/8/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
38083	1/8/17	1/8/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
38082	1/8/17	1/8/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
38072	1/7/17	1/10/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
38055	1/7/17	1/7/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
38009	1/6/17	1/6/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
37977	1/6/17	1/7/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
37951	1/6/17	1/6/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
37943	1/6/17	1/6/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
37928	1/6/17	1/6/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
37971	1/6/17	1/10/17 Phone	Can?t make and/or receive calls	Test call made, issue resolved
37946	1/6/17	3/13/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
37868	1/5/17	1/5/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
37861	1/5/17	1/5/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Technical issue identified and resolved
37860	1/5/17	1/13/17 Phone	Can?t make and/or receive calls	
37831	1/5/17	1/5/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
37802 37779	1/5/17	1/10/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Technical issue identified and resolved
	1/4/17	1/9/17 Phone	Can?t make and/or receive calls	
37772	1/4/17	1/4/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
37755 37710	1/4/17	1/4/17 Phone	Can?t make and/or receive calls Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Technical issue identified and resolved
	1/4/17	1/4/17 Phone 1/4/17 Phone	Can't make and/or receive calls Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
37638 37674	1/4/17 1/4/17		Can?t make and/or receive calls Can?t make and/or receive calls	Technical issue identified and resolved
		3/16/17 Phone		Technical issue identified and resolved Technical issue identified and resolved
37591 37586	1/3/17	1/3/17 Phone	Can?t make and/or receive calls Can?t make and/or receive calls	
37586 37574	1/3/17 1/3/17	1/5/17 Phone 1/5/17 Phone	Can?t make and/or receive calls Can?t make and/or receive calls	Technical issue identified and resolved Technical issue identified and resolved
			Can't make and/or receive calls Can't make and/or receive calls	
27526	1/3/17	1/5/17 Phone 1/2/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved Customer Care provided troubleshooting tips to customer
37536 37476	1/2/17	1/2/1/ FIIONE	Can?t make and/or receive calls	Technical issue identified and resolved
37476	1/2/17	2/1/17 Dhana		reconnect issue luctioned and resolved
37476 37473	1/2/17	2/1/17 Phone		Technical issue identified and resolved
37476 37473 37458	1/2/17 1/2/17	1/4/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
37476 37473 37458 37408	1/2/17 1/2/17 1/2/17	1/4/17 Phone 1/4/17 Phone	Can?t make and/or receive calls Can?t make and/or receive calls	Technical issue identified and resolved
37476 37473 37458 37408 37477	1/2/17 1/2/17 1/2/17 1/2/17	1/4/17 Phone 1/4/17 Phone 1/3/17 Phone	Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls	Technical issue identified and resolved Technical issue identified and resolved
37476 37473 37458 37408 37477 45331	1/2/17 1/2/17 1/2/17 1/2/17 1/2/17 2/28/17	1/4/17 Phone 1/4/17 Phone 1/3/17 Phone 2/28/17 Phone	Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls	Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer
37476 37473 37458 37408 37477 45331 45288	1/2/17 1/2/17 1/2/17 1/2/17 2/28/17 2/28/17	1/4/17 Phone 1/4/17 Phone 1/3/17 Phone 2/28/17 Phone 2/28/17 Phone	Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls	Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer
37476 37473 37458 37408 37477 45331 45288 45286	1/2/17 1/2/17 1/2/17 1/2/17 2/28/17 2/28/17 2/28/17	1/4/17 Phone 1/4/17 Phone 1/3/17 Phone 2/28/17 Phone 2/28/17 Phone 3/10/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved
37476 37473 37458 37408 37477 45331 45288 45286	1/2/17 1/2/17 1/2/17 1/2/17 2/28/17 2/28/17 2/28/17 2/28/17	1/4/17 Phone 1/4/17 Phone 1/3/17 Phone 2/28/17 Phone 2/28/17 Phone 3/10/17 Phone 2/28/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer
37476 37473 37458 37408 37477 45331 45288 45286 45264	1/2/17 1/2/17 1/2/17 1/2/17 2/28/17 2/28/17 2/28/17 2/28/17 2/28/17	1/4/17 Phone 1/4/17 Phone 1/3/17 Phone 2/28/17 Phone 2/28/17 Phone 3/10/17 Phone 2/28/17 Phone 2/28/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved
37476 37473 37458 37408 37477 45331 45288 45286	1/2/17 1/2/17 1/2/17 1/2/17 2/28/17 2/28/17 2/28/17 2/28/17	1/4/17 Phone 1/4/17 Phone 1/3/17 Phone 2/28/17 Phone 2/28/17 Phone 3/10/17 Phone 2/28/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer

45300	2/28/17	3/2/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
45296	2/28/17	3/12/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
45153	2/27/17	2/27/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
45147	2/27/17	2/27/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
45130	2/27/17	3/22/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
45108	2/27/17	2/27/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
45041	2/27/17	2/27/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
45034	2/27/17	2/27/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
45013	2/27/17	3/9/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
44991	2/27/17	2/27/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
45139	2/27/17	3/7/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
44993	2/27/17	3/1/17 Phone	Can?t make and/or receive calls	technical issue identified and resolved
44948	2/26/17	3/16/17 Phone	Can?t make and/or receive calls	unable to make contact with customer
44972	2/26/17	3/21/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
44941	2/25/17	3/4/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
44934	2/25/17	2/25/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
44916	2/25/17	2/26/17 Phone	Can?t make and/or receive calls	Technical issue sdeotiised and resolved
44823	2/25/17	2/25/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
44835	2/25/17	3/4/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
44925	2/25/17	3/13/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
44803	2/24/17	2/24/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
44754	2/24/17	2/24/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
44730	2/24/17	2/24/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
44763	2/24/17	2/27/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
44741	2/24/17		Can?t make and/or receive calls	Technical issue identified and resolved Technical issue identified and resolved
		3/7/17 Phone		unable to make contact with customer
44795	2/24/17	4/11/17 Phone	Can?t make and/or receive calls	
44663	2/23/17	2/24/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
44554	2/23/17	2/23/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
44549	2/23/17	3/23/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
44436	2/22/17	2/22/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
44404	2/22/17	2/22/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
44395	2/22/17	2/22/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
44371	2/22/17	2/22/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
44353	2/22/17	2/22/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
44336	2/22/17	2/22/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
44345	2/22/17	3/19/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
44205	2/21/17	2/21/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
44134	2/21/17	2/21/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
44310	2/21/17	3/7/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
44034	2/20/17	2/20/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
43995	2/20/17	2/20/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
44088	2/20/17	3/19/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
43959	2/19/17	2/19/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved Technical issue identified and resolved
				reciffical issue identified and resolved
			· · · · · · · · · · · · · · · · · · ·	Customer Core avaided traviblesheeting time to customer
43899	2/17/17	2/17/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
43899 43839	2/17/17 2/17/17	2/17/17 Phone 2/17/17 Phone	Can?t make and/or receive calls Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
43899 43839 43743	2/17/17 2/17/17 2/17/17	2/17/17 Phone 2/17/17 Phone 2/21/17 Phone	Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer
43899 43839 43743 43866	2/17/17 2/17/17 2/17/17 2/17/17	2/17/17 Phone 2/17/17 Phone 2/21/17 Phone 3/18/17 Phone	Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Unable to make contact with customer
43899 43839 43743 43866 43804	2/17/17 2/17/17 2/17/17 2/17/17 2/17/17	2/17/17 Phone 2/17/17 Phone 2/21/17 Phone 3/18/17 Phone 3/25/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Unable to make contact with customer Technical issue identified and resolved
43899 43839 43743 43866 43804 43699	2/17/17 2/17/17 2/17/17 2/17/17 2/17/17 2/16/17	2/17/17 Phone 2/17/17 Phone 2/21/17 Phone 3/18/17 Phone 3/25/17 Phone 2/17/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Unable to make contact with customer Technical issue identified and resolved Technical issue identified and resolved
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43899 43839 43743 43866 43804 43699 43654 43636 43633 43612 43599 43595 43593 43597 43540 43573 43597 43620 43576 43502 43474 43424 43410 43377 43338 43318 43280 43246 43240 43231 43218 43218 43353 43190 43357 44102 43098 43060 43021	2/17/17 2/17/17 2/17/17 2/17/17 2/17/17 2/16/17 2/14/17 2/14/17 2/14/17 2/14/17 2/14/17 2/14/17 2/14/17 2/14/17 2/14/17 2/14/17 2/14/17 2/14/17 2/14/17 2/14/17 2/14/17 2/14/17 2/14/17 2/13/17 2/13/17 2/13/17	2/17/17 Phone 2/17/17 Phone 2/17/17 Phone 2/11/17 Phone 3/18/17 Phone 3/18/17 Phone 2/17/17 Phone 2/16/17 Phone 3/7/17 Phone 2/16/17 Phone 3/7/17 Phone 2/16/17 Phone 3/2/17 Phone 3/2/17 Phone 2/15/17 Phone 2/15/17 Phone 2/15/17 Phone 2/16/17 Phone 2/14/17 Phone 3/5/17 Phone 2/14/17 Phone 3/5/17 Phone 3/2/17 Phone 3/2/17 Phone 3/2/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Unable to make contact with customer Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer resolved issue on their own Customer Care provided troubleshooting tips to customer Unable to make contact with customer Test call made, issue resolved technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved
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42822	2/10/17	2/10/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
42784	2/10/17	2/10/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
42733	2/10/17	2/10/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
42675	2/10/17	2/10/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
42659	2/10/17	2/10/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
42598	2/9/17	2/9/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
42589	2/9/17	2/9/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
42535	2/9/17	2/9/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
42649	2/9/17	3/2/17 Phone	Can?t make and/or receive calls	Unable to make contact with customer
42481	2/8/17	2/8/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
42478	2/8/17	2/8/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
42467	2/8/17	2/8/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
42464	2/8/17	2/8/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
42356	2/8/17	2/8/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
42353	2/8/17	2/8/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
42397	2/8/17	2/14/17 Phone	Can?t make and/or receive calls	Test call made, issue resolved
42257	2/7/17	2/7/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
42233	2/7/17	2/7/17 Phone	Can?t make and/or receive calls	technical issue identified and resolved
42186	2/7/17	2/7/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
42145	2/7/17	2/7/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
42136	2/7/17	2/7/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
42147	2/7/17	2/7/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
42125	2/7/17	3/2/17 Phone	Can?t make and/or receive calls	technical issue identified and resolved
42191	2/7/17	2/13/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
42267	2/7/17	2/17/17 Phone	Can?t make and/or receive calls	Customer is returning their phone
42254	2/7/17	2/10/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
42123	2/7/17	2/18/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
42064	2/6/17	2/6/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
42059	2/6/17	2/6/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
42018	2/6/17	2/6/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
41988	2/6/17	2/6/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
41960	2/6/17	2/6/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
41938	2/6/17	2/6/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
42031	2/6/17	3/21/17 Phone	Can?t make and/or receive calls	Customer returning phone
41918	2/5/17	2/5/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
41907	2/5/17	2/5/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
41882	2/5/17	2/5/17 Phone	Can?t make and/or receive calls	Test call made, issue resolved
41873	2/5/17	2/6/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
41803	2/3/17	2/3/17 Phone	Can?t make and/or receive calls	Customer resolved issue on their own
41795	2/3/17	2/3/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
41756	2/3/17	2/3/17 Phone	Can?t make and/or receive calls Can?t make and/or receive calls	Customer returning phone
41708	2/3/17	2/8/17 Phone		Technical issue identified and resolved
11607	2/2/17		•	Tochnical issue identified and received
41687	2/3/17	2/3/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
41649	2/2/17	2/3/17 Phone 2/2/17 Phone	Can?t make and/or receive calls Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
41649 41628	2/2/17 2/2/17	2/3/17 Phone 2/2/17 Phone 2/2/17 Phone	Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer
41649 41628 41597	2/2/17 2/2/17 2/2/17	2/3/17 Phone 2/2/17 Phone 2/2/17 Phone 2/10/17 Phone	Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Unable to make contact with customer
41649 41628 41597 41591	2/2/17 2/2/17 2/2/17 2/2/17	2/3/17 Phone 2/2/17 Phone 2/2/17 Phone 2/10/17 Phone 2/2/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Unable to make contact with customer Customer Care provided troubleshooting tips to customer
41649 41628 41597 41591 41535	2/2/17 2/2/17 2/2/17 2/2/17 2/2/17	2/3/17 Phone 2/2/17 Phone 2/2/17 Phone 2/10/17 Phone 2/2/17 Phone 2/10/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Unable to make contact with customer Customer Care provided troubleshooting tips to customer Customer returning phone
41649 41628 41597 41591 41535 41523	2/2/17 2/2/17 2/2/17 2/2/17 2/2/17 2/2/17	2/3/17 Phone 2/2/17 Phone 2/2/17 Phone 2/10/17 Phone 2/2/17 Phone 2/10/17 Phone 2/2/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Unable to make contact with customer Customer Care provided troubleshooting tips to customer Customer returning phone Technical issue identified and resolved
41649 41628 41597 41591 41535 41523 41512	2/2/17 2/2/17 2/2/17 2/2/17 2/2/17 2/2/17 2/2/17	2/3/17 Phone 2/2/17 Phone 2/2/17 Phone 2/10/17 Phone 2/2/17 Phone 2/10/17 Phone 2/2/17 Phone 2/2/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Unable to make contact with customer Customer Care provided troubleshooting tips to customer Customer returning phone Technical issue identified and resolved Technical issue identified and resolved
41649 41628 41597 41591 41535 41523 41512 41577	2/2/17 2/2/17 2/2/17 2/2/17 2/2/17 2/2/17 2/2/17 2/2/17	2/3/17 Phone 2/2/17 Phone 2/2/17 Phone 2/10/17 Phone 2/2/17 Phone 2/2/17 Phone 2/2/17 Phone 2/2/17 Phone 3/5/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Unable to make contact with customer Customer Care provided troubleshooting tips to customer Customer returning phone Technical issue identified and resolved Technical issue identified and resolved Technical issue identified and resolved
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49763	3/29/17	3/29/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
49723	3/29/17	3/29/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
49689	3/29/17	3/29/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
49688	3/29/17	3/29/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer
49649	3/29/17	3/30/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
49744	3/29/17	4/5/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
49669	3/29/17	3/31/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
49724	3/29/17	4/3/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
49623	3/28/17	3/30/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
49411	3/28/17	3/28/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
49388	3/27/17	3/27/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
49344	3/27/17	3/30/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
49336	3/27/17	3/27/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
49320	3/27/17	3/27/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
49247	3/27/17	3/27/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
49169	3/27/17	3/27/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
49273	3/27/17	3/30/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
49272	3/27/17	5/2/17 Phone	Can?t make and/or receive calls	Unable to make contact with customer
49345	3/27/17	4/5/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
				Technical issue identified and resolved Technical issue identified and resolved
49242	3/27/17	4/15/17 Phone	Can?t make and/or receive calls	
49262	3/27/17	4/10/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
49152	3/26/17	3/26/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
49124	3/25/17	3/25/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
49122	3/25/17	3/29/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
49092	3/25/17	3/25/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
49094	3/25/17	3/27/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
49041	3/24/17	3/24/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
49036	3/24/17	3/24/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
49018	3/24/17	3/28/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
49009	3/24/17	3/29/17 Phone	Can?t make and/or receive calls	Unable to duplicate issue
48986	3/24/17	3/24/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
48982	3/24/17	3/24/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
48919	3/24/17	3/24/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
48880	3/24/17	3/24/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
48857	3/24/17	3/24/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
49013	3/24/17	3/24/17 Phone		Technical issue identified and resolved Technical issue identified and resolved
			Can?t make and/or receive calls	
48823	3/23/17	3/23/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
48812	3/23/17	3/23/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
48761	3/23/17	3/23/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
48720	3/23/17	3/23/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
48703	3/23/17	3/23/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
48651	3/23/17	3/23/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
48676	3/23/17	4/15/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
48686	3/23/17	3/29/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
48628	3/22/17	3/22/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
48623	3/22/17	3/22/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
48588	3/22/17	- / /	Can?t make and/or receive calls	Technical issue identified and resolved
70000	3/22/11	3/23/17 Phone		
48579	3/22/17	3/23/17 Phone 3/23/17 Phone	Can?t make and/or receive calls	Customer resolved issue on their own
	3/22/17	3/23/17 Phone	Can?t make and/or receive calls	Customer resolved issue on their own Customer Care provided troubleshooting tips to customer
48579 48544	3/22/17 3/22/17	3/23/17 Phone 3/22/17 Phone	Can?t make and/or receive calls Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
48579 48544 48504	3/22/17 3/22/17 3/22/17	3/23/17 Phone 3/22/17 Phone 3/22/17 Phone	Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer
48579 48544 48504 48454	3/22/17 3/22/17 3/22/17 3/22/17	3/23/17 Phone 3/22/17 Phone 3/22/17 Phone 3/28/17 Phone	Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved
48579 48544 48504 48454 48625	3/22/17 3/22/17 3/22/17 3/22/17 3/22/17	3/23/17 Phone 3/22/17 Phone 3/22/17 Phone 3/28/17 Phone 3/24/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Technical issue identified and resolved
48579 48544 48504 48454 48625 48389	3/22/17 3/22/17 3/22/17 3/22/17 3/22/17 3/21/17	3/23/17 Phone 3/22/17 Phone 3/22/17 Phone 3/28/17 Phone 3/24/17 Phone 3/21/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer
48579 48544 48504 48454 48625 48389 48239	3/22/17 3/22/17 3/22/17 3/22/17 3/22/17 3/21/17 3/21/17	3/23/17 Phone 3/22/17 Phone 3/22/17 Phone 3/28/17 Phone 3/24/17 Phone 3/21/17 Phone 3/21/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer
48579 48544 48504 48454 48625 48389 48239	3/22/17 3/22/17 3/22/17 3/22/17 3/22/17 3/21/17 3/21/17 3/21/17	3/23/17 Phone 3/22/17 Phone 3/22/17 Phone 3/28/17 Phone 3/24/17 Phone 3/21/17 Phone 3/21/17 Phone 3/21/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer
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48579 48544 48504 48454 48625 48389 48239 48224 48220 48207 48204 48200 48372 48228 48270 48363 48180 48168 48168 48166 48108 48069 48026 47939 47937 47934 47940 47864 47782	3/22/17 3/22/17 3/22/17 3/22/17 3/22/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/20/17	3/23/17 Phone 3/22/17 Phone 3/22/17 Phone 3/22/17 Phone 3/28/17 Phone 3/21/17 Phone 4/4/17 Phone 4/4/17 Phone 4/4/17 Phone 4/4/17 Phone 4/4/17 Phone 3/21/17 Phone 3/21/17 Phone 3/20/17 Phone 3/20/17 Phone 3/20/17 Phone 3/20/17 Phone 3/20/17 Phone 3/24/17 Phone 3/24/17 Phone 3/24/17 Phone 3/19/17 Phone 3/19/17 Phone 3/19/17 Phone 3/19/17 Phone 3/17/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Technical issue resolved Customer Care provided troubleshooting tips to customer Test call made, issue resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer
48579 48544 48504 48504 48504 48454 48625 48389 48239 48224 48207 48207 48208 48207 48208 48209 48372 4828 48270 48363 48180 48168 48126 48116 48108 48069 48026 47939 47937 47934 47782 47782 47754 47702	3/22/17 3/22/17 3/22/17 3/22/17 3/22/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/20/17	3/23/17 Phone 3/22/17 Phone 3/22/17 Phone 3/28/17 Phone 3/28/17 Phone 3/21/17 Phone 4/4/17 Phone 4/4/17 Phone 4/4/17 Phone 4/4/17 Phone 4/4/17 Phone 4/4/17 Phone 3/21/17 Phone 3/21/17 Phone 3/20/17 Phone 3/20/17 Phone 3/20/17 Phone 3/20/17 Phone 3/20/17 Phone 3/21/17 Phone 3/21/17 Phone 3/19/17 Phone 3/19/17 Phone 3/19/17 Phone 3/19/17 Phone 3/17/17 Phone 3/17/17 Phone 3/17/17 Phone 3/17/17 Phone 3/17/17 Phone 4/15/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Test call made, issue resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer
48579 48544 48504 48504 48454 48625 48389 48239 48224 48200 48207 48204 48200 48372 4828 48270 48363 48180 48168 48166 48116 48108 48069 48026 47939 47937 47937 47934 47782 47754	3/22/17 3/22/17 3/22/17 3/22/17 3/22/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/20/17	3/23/17 Phone 3/22/17 Phone 3/22/17 Phone 3/22/17 Phone 3/28/17 Phone 3/21/17 Phone 4/4/17 Phone 4/4/17 Phone 4/4/17 Phone 4/4/17 Phone 4/4/17 Phone 3/21/17 Phone 3/21/17 Phone 3/20/17 Phone 3/20/17 Phone 3/20/17 Phone 3/20/17 Phone 3/20/17 Phone 3/24/17 Phone 3/24/17 Phone 3/24/17 Phone 3/19/17 Phone 3/19/17 Phone 3/19/17 Phone 3/19/17 Phone 3/17/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Technical issue resolved Customer Care provided troubleshooting tips to customer Test call made, issue resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer
48579 48544 48504 48544 48504 48454 48625 48389 48229 48220 48207 48204 48200 48372 4828 48270 48363 48180 48168 48168 48166 48116 48108 48069 48026 47939 47937 47934 47940 47864 477702 47687 47794 47628	3/22/17 3/22/17 3/22/17 3/22/17 3/22/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/20/1	3/23/17 Phone 3/22/17 Phone 3/22/17 Phone 3/22/17 Phone 3/28/17 Phone 3/24/17 Phone 3/21/17 Phone 4/4/17 Phone 4/4/17 Phone 4/4/17 Phone 4/4/17 Phone 3/21/17 Phone 3/21/17 Phone 3/20/17 Phone 3/20/17 Phone 3/20/17 Phone 3/20/17 Phone 3/20/17 Phone 3/21/17 Phone 3/24/17 Phone 3/24/17 Phone 3/24/17 Phone 3/21/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Test call made, issue resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer
48579 48544 48544 48544 48544 48645 48454 48625 48389 48239 48224 48220 48207 48204 48200 48372 4828 48270 48363 48180 48168 48168 48169 48026 47939 47937 47934 47940 47864 47782 47754 47702 47687 47794 47628	3/22/17 3/22/17 3/22/17 3/22/17 3/22/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/21/17 3/20/1	3/23/17 Phone 3/22/17 Phone 3/22/17 Phone 3/22/17 Phone 3/24/17 Phone 3/24/17 Phone 3/21/17 Phone 4/4/17 Phone 4/4/17 Phone 4/4/17 Phone 4/4/17 Phone 4/4/17 Phone 3/21/17 Phone 3/20/17 Phone 3/21/17 Phone 3/21/17 Phone 3/21/17 Phone 3/19/17 Phone 3/19/17 Phone 3/19/17 Phone 3/19/17 Phone 3/17/17 Phone 3/17/17 Phone 3/17/17 Phone 3/17/17 Phone 3/15/17 Phone 3/22/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Test call made, issue resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting t

47566	3/16/17	3/21/17 Phone	Can?t make and/or receive calls	Customer resolved issue on their own
47548	3/16/17	3/16/17 Phone	Can?t make and/or receive calls	Customer is returning their phone
47519	3/16/17	3/16/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
47503	3/16/17	3/16/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
47442	3/16/17	3/16/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
47629	3/16/17	3/17/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
47559	3/16/17	5/9/17 Phone	Can?t make and/or receive calls	Unable to make contact with customer
47415	3/15/17	3/15/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
47403	3/15/17	3/15/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
47309	3/15/17	3/15/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
47301	3/15/17	3/16/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
47266	3/15/17	3/15/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
47259	3/15/17	3/20/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
47413	3/15/17	3/19/17 Phone	Can?t make and/or receive calls	Customer returning phone
47186	3/14/17	3/14/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
47151	3/14/17	3/14/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
47115	3/14/17	3/14/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
47112	3/14/17	3/14/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
47079	3/14/17	5/9/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
47040	3/13/17	3/13/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
46966	3/13/17	3/13/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
46902	3/13/17	3/15/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
46890	3/13/17	3/13/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
46886	3/13/17	3/13/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
46857	3/13/17	3/20/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
46846	3/12/17	3/12/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
46847	3/12/17	3/12/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
46808	3/11/17	3/11/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
46806	3/11/17	3/11/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
46811	3/11/17	3/20/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
46763	3/10/17	3/15/17 Phone	Can?t make and/or receive calls	Customer returning phone
46760	3/10/17	3/10/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
46748	3/10/17	3/10/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
46745	3/10/17	3/10/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
46744	3/10/17	3/10/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
46710	3/10/17	3/10/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
46661	3/10/17	3/10/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
46604	3/10/17	3/10/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
46601	3/10/17	3/10/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
46740	3/10/17	3/17/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
46594	3/9/17	3/9/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
46573 46547	3/9/17 3/9/17	3/9/17 Phone 3/9/17 Phone	Can?t make and/or receive calls Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer
46415	3/8/17	3/8/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
46405	3/8/17	3/8/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
46347	3/8/17	3/8/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
46367	3/8/17	4/20/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
46339	3/8/17	3/19/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
46253	3/7/17	3/7/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
46232	3/7/17	3/7/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
46153	3/7/17	3/7/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
46140	3/7/17	3/7/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
46135	3/7/17	3/7/17 Phone	Can?t make and/or receive calls	Customer returning phone
46118	3/7/17	3/7/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
46103	3/7/17	3/8/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
46090	3/6/17	3/6/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer
46034	3/6/17	4/6/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
45972	3/6/17	3/6/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
46009	3/6/17	3/7/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
45900	3/5/17	3/14/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
45878	3/5/17	3/6/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
45861	3/4/17	3/4/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
45853	3/4/17	3/4/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
45852	3/4/17	3/4/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
45844	3/4/17	3/4/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
45809	3/3/17	3/3/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
45807	3/3/17	3/3/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
45764	3/3/17	3/3/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
45745	3/3/17	3/3/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
45696	3/3/17	3/3/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
45681	3/3/17	3/7/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
45677	3/3/17	3/4/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
45647	3/2/17	3/2/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
45639	3/2/17	3/23/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
45637	3/2/17	3/19/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
45623	3/2/17	3/2/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
45602	3/2/17	3/5/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
45575	3/2/17	3/2/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
45565	3/2/17	3/2/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
45532	3/2/17	3/2/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
45648	3/2/17	4/2/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
45631	3/2/17	3/4/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
45626	3/2/17	3/22/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
45626 45517	3/2/17 3/1/17	3/22/17 Phone 3/2/17 Phone	Can?t make and/or receive calls Can?t make and/or receive calls	Technical issue identified and resolved Technical issue identified and resolved

45512	3/1/17	3/1/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
45486	3/1/17	3/3/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
			Can?t make and/or receive calls	
45462	3/1/17	3/1/17 Phone	<u>'</u>	Technical issue identified and resolved
45458	3/1/17	3/1/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
45447	3/1/17	3/1/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
45440	3/1/17	3/1/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
45427	3/1/17	3/1/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
45421	3/1/17	3/1/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
55064	4/30/17	4/30/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
55060	4/30/17	4/30/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
55074	4/30/17	5/7/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
55034	4/29/17	4/29/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
55007	4/29/17	4/29/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
55005	4/29/17	4/29/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
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54989	4/29/17	4/29/17 Phone 5/5/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
54913	4/28/17		Can?t make and/or receive calls	Technical issue identified and resolved
54871	4/28/17	4/28/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
54829	4/28/17	4/28/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
54820	4/28/17	4/29/17 Phone	Can?t make and/or receive calls	Customer resolved issue on their own
54805	4/28/17	4/28/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
54800	4/28/17	4/28/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
54774	4/28/17	5/3/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
54874	4/28/17	6/17/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
54728	4/27/17	4/27/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
54657	4/27/17	4/27/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
54598	4/27/17	4/27/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
54743	4/27/17	5/13/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
54743	4/27/17		· · · · · · · · · · · · · · · · · · ·	Technical issue identified and resolved Technical issue identified and resolved
		6/12/17 Phone	Can?t make and/or receive calls	
54533	4/26/17	4/26/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
54501	4/26/17	4/26/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
54436	4/26/17	4/28/17 Phone	Can?t make and/or receive calls	Technical issue tdeltifted and resolved
54407	4/26/17	4/26/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
54367	4/26/17	4/26/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
54340	4/26/17	4/28/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
54321	4/26/17	4/26/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
54392	4/26/17	4/29/17 Phone	Can?t make and/or receive calls	Unable to make contact with customer
54382	4/26/17	5/4/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
54235	4/25/17	4/25/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
54175	4/25/17	4/25/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
54171	4/25/17	4/26/17 Phone	Can?t make and/or receive calls	Customer resolved issue on their own
54082	4/25/17	4/26/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
54078	4/25/17	4/25/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
54309	4/25/17	5/9/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
		E/21/17 Dhono	Can?t make and/or receive calls	Technical issue identified and resolved
54179	4/25/17	5/21/17 Phone	·	
54161	4/25/17	5/15/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
			·	
54161	4/25/17	5/15/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
54161 54057	4/25/17 4/24/17	5/15/17 Phone 4/24/17 Phone	Can?t make and/or receive calls Can?t make and/or receive calls	Technical issue identified and resolved Technical issue identified and resolved
54161 54057 54027	4/25/17 4/24/17 4/24/17	5/15/17 Phone 4/24/17 Phone 4/25/17 Phone	Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls	Technical issue identified and resolved Technical issue identified and resolved Technical issue identified and resolved
54161 54057 54027 53995 53932	4/25/17 4/24/17 4/24/17 4/24/17 4/24/17	5/15/17 Phone 4/24/17 Phone 4/25/17 Phone 4/24/17 Phone 4/24/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer
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527	733 4/	17/17	4/17/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
527	707 4/	17/17	4/18/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
527	703 4/	17/17	4/17/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
528	878 4/	17/17	4/18/17 Phone	Can?t make and/or receive calls	Technical issue odeetifoed and resolved
526	550 4/	16/17	4/16/17 Phone	Can?t make and/or receive calls	Technical issue sdectifsed and resolved
526	623 4/	15/17	4/15/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
526	621 4/	15/17	4/15/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
526	616 4/	15/17	4/15/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
525			4/15/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
525			4/15/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
525			4/14/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
525			4/14/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
525			4/14/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
524		14/17	5/8/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
525			4/15/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
525		-	5/19/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved Technical issue identified and resolved
523			4/16/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
522		-	4/13/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved Technical issue identified and resolved
522			4/13/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
522			4/13/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
522			4/13/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved Technical issue identified and resolved
522			4/13/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
523			4/13/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Technical issue identified and received.
520			4/13/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
520			4/13/17 Phone	Can?t make and/or receive calls	Technical issue edeutibeed and resolved
519			4/12/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
519		-	4/22/17 Phone	Can?t make and/or receive calls	Customer returning phone
518			4/11/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
518			4/11/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
518			4/11/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
518		•	4/11/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
517			4/11/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
517			4/11/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
517			4/13/17 Phone	Can?t make and/or receive calls	Unable to make contact with customer
516			4/10/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
515			4/10/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
515			4/10/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
515			4/10/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
515			4/11/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
515			4/14/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
514	486 4/	10/17	4/10/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
515			4/13/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
514	441 4	/9/17	4/9/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
514			4/18/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
514			4/25/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
514	421 4	/8/17	4/8/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
513		/8/17	4/8/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
513	371 4	/8/17	4/8/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
514	404 4	/8/17	4/30/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
513		/7/17	4/7/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
513	312 4	/7/17	4/8/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
513	160 4	/7/17	4/13/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
513	157 4	/7/17	4/11/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
513	304 4	/7/17	4/12/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
513			4/16/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
513			5/12/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
513			4/13/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
510	087 4	/6/17	4/6/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
510	013 4	/6/17	4/6/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
509		/6/17	4/6/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
509	992 4	/6/17	4/6/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
509		/6/17	4/28/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
510		/6/17	5/5/17 Phone	Can?t make and/or receive calls	Unable to make contact with customer
509		/5/17	4/5/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
509		/5/17	4/6/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
508		/5/17	4/6/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
508		/5/17	4/5/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
508		/5/17	4/5/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
508		/5/17	4/5/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
507			4/20/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
507		/5/17	4/5/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
507		/5/17	4/5/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
508		/5/17	4/7/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
507	717 4	/4/17	4/6/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
507		/4/17	4/6/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
506		/4/17	4/5/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
506		/4/17	4/4/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
	640 4	/4/17	4/5/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
506	COF 4	/4/17	4/12/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
506 506	635 4		· ·		T 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
		/4/17	4/4/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
506	630 4			Can?t make and/or receive calls Can?t make and/or receive calls	Technical issue identified and resolved Technical issue identified and resolved
506 506	630 4 629 4		4/4/17 Phone		
506 506	630 4 629 4 618 4	/4/17	4/4/17 Phone 4/17/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
506 506 506	630 4 629 4 618 4 570 4	/4/17 /4/17	4/4/17 Phone 4/17/17 Phone 4/4/17 Phone	Can?t make and/or receive calls Can?t make and/or receive calls	Technical issue identified and resolved Customer Care provided troubleshooting tips to customer

50490	4/3/17	4/3/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
50465	4/3/17	4/3/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
50446	4/3/17	4/3/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
50443	4/3/17	4/3/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
50436	4/3/17	4/3/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
50433	4/3/17	4/3/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
50419	4/3/17	4/3/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
50407	4/3/17	4/5/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
50460	4/3/17	4/3/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
	4/2/17	4/3/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
50333 50320				
	4/2/17	4/2/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
50316	4/2/17	4/2/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
50308	4/1/17	4/2/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
50305	4/1/17	4/1/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
50297	4/1/17	4/1/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
50281	4/1/17	4/1/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
50257	4/1/17	4/1/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
50241	4/1/17	4/1/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
50240	4/1/17	4/1/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
50236	4/1/17	4/1/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
60305	5/31/17	6/1/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
60297	5/31/17	5/31/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
60294	5/31/17	5/31/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
60180	5/31/17	5/31/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
60174	5/31/17	5/31/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
60170	5/31/17	5/31/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
60164	5/31/17	5/31/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
60162	5/31/17	5/31/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
60161	5/31/17	5/31/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
60286	5/31/17	5/31/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
60319	5/31/17	6/3/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
60151	5/30/17	5/30/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
60094	5/30/17	6/5/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
60079	5/30/17	5/30/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
60063	5/30/17	5/30/17 Phone	Can't make and/or receive calls	Customer Care provided troubleshooting tips to customer
60058	5/30/17	5/30/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer
	5/30/17			
60055		5/30/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
59951	5/30/17	5/30/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
59999	5/30/17	6/5/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
59911	5/29/17	5/29/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
59895	5/29/17	5/29/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
59864	5/29/17	6/5/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
59857	5/28/17	5/28/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
59854	5/28/17	5/28/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
59837	5/28/17	5/28/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
59841	5/28/17	6/2/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
59833	5/27/17	5/27/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
59830	5/27/17	5/27/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
59697	5/26/17			Technical issue identified and resolved
59651		5/26/17 Phone	Can?t make and/or receive calls	
	5/26/17		Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
59560		5/26/17 Phone	·	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer
59560 59550	5/26/17	5/26/17 Phone 5/26/17 Phone	Can?t make and/or receive calls	
	5/26/17 5/26/17	5/26/17 Phone 5/26/17 Phone 5/26/17 Phone	Can?t make and/or receive calls Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
59550	5/26/17 5/26/17 5/26/17	5/26/17 Phone 5/26/17 Phone 5/26/17 Phone 6/1/17 Phone	Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer
59550 59685	5/26/17 5/26/17 5/26/17 5/26/17	5/26/17 Phone 5/26/17 Phone 5/26/17 Phone 6/1/17 Phone 5/26/17 Phone	Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved
59550 59685 59501	5/26/17 5/26/17 5/26/17 5/26/17 5/25/17	5/26/17 Phone 5/26/17 Phone 5/26/17 Phone 6/1/17 Phone 5/26/17 Phone 5/25/17 Phone	Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer
59550 59685 59501 59482	5/26/17 5/26/17 5/26/17 5/26/17 5/25/17 5/25/17	5/26/17 Phone 5/26/17 Phone 5/26/17 Phone 6/1/17 Phone 5/26/17 Phone 5/25/17 Phone 5/25/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved
59550 59685 59501 59482 59479	5/26/17 5/26/17 5/26/17 5/26/17 5/25/17 5/25/17 5/25/17	5/26/17 Phone 5/26/17 Phone 5/26/17 Phone 6/1/17 Phone 5/26/17 Phone 5/25/17 Phone 5/25/17 Phone 5/25/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer
59550 59685 59501 59482 59479 59472	5/26/17 5/26/17 5/26/17 5/26/17 5/25/17 5/25/17 5/25/17 5/25/17	5/26/17 Phone 5/26/17 Phone 5/26/17 Phone 6/1/17 Phone 5/26/17 Phone 5/25/17 Phone 5/25/17 Phone 5/25/17 Phone 5/25/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved
59550 59685 59501 59482 59479 59472 59427	5/26/17 5/26/17 5/26/17 5/26/17 5/25/17 5/25/17 5/25/17 5/25/17 5/25/17	5/26/17 Phone 5/26/17 Phone 5/26/17 Phone 6/1/17 Phone 5/26/17 Phone 5/25/17 Phone 5/25/17 Phone 5/25/17 Phone 5/25/17 Phone 6/16/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Technical issue identified and resolved
59550 59685 59501 59482 59479 59472 59427 59369	5/26/17 5/26/17 5/26/17 5/26/17 5/25/17 5/25/17 5/25/17 5/25/17 5/25/17 5/25/17	5/26/17 Phone 5/26/17 Phone 5/26/17 Phone 6/1/17 Phone 5/26/17 Phone 5/25/17 Phone 5/25/17 Phone 5/25/17 Phone 5/25/17 Phone 6/16/17 Phone 5/25/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer
59550 59685 59501 59482 59479 59472 59427 59369 59354 59234	5/26/17 5/26/17 5/26/17 5/26/17 5/25/17 5/25/17 5/25/17 5/25/17 5/25/17 5/25/17 5/25/17 5/25/17 5/25/17	5/26/17 Phone 5/26/17 Phone 5/26/17 Phone 6/1/17 Phone 6/1/17 Phone 5/25/17 Phone 5/25/17 Phone 5/25/17 Phone 5/25/17 Phone 6/16/17 Phone 6/16/17 Phone 6/22/17 Phone 6/22/17 Phone 6/22/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer Technical issue identified and resolved Customer Care provided troubleshooting tips to customer
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58397	5/19/17	6/3/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
58374	5/18/17	5/19/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
58336	5/18/17	5/18/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
58286	5/18/17	5/18/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
58266	5/18/17	5/18/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
58228	5/18/17	5/21/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
58182	5/18/17	5/18/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
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58180		5/18/17 Phone	· · · · · · · · · · · · · · · · · · ·	
58177	5/18/17	5/18/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
58264	5/18/17	5/19/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
58166	5/17/17	5/17/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
58133	5/17/17	5/18/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
58128	5/17/17	5/17/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
58092	5/17/17	5/17/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
58045	5/17/17	5/17/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
58043	5/17/17	5/17/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
58032	5/17/17	5/17/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
57994	5/17/17	5/17/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
57993	5/17/17	5/18/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
57973	5/17/17	5/17/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
58037	5/17/17	5/30/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
57961	5/17/17	5/17/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
57945	5/17/17	5/23/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
57893	5/16/17	5/16/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
57879	5/16/17	5/16/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
57877	5/16/17	5/18/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
57825	5/16/17	5/16/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
57914	5/16/17	6/1/17 Phone	Can't make and/or receive calls	Technical issue identified and resolved Technical issue identified and resolved
	5/16/17	5/16/17 Phone	Can't make and/or receive calls	Technical issue identified and resolved
57819			· · · · · · · · · · · · · · · · · · ·	
57935	5/16/17	5/31/17 Phone	Can?t make and/or receive calls	Unable to make contact with customer
57807	5/16/17	5/17/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
57683	5/15/17	5/16/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
57656	5/15/17	5/15/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
57646	5/15/17	5/15/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
57631	5/15/17	5/15/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
57585	5/15/17	5/15/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
57529	5/15/17	5/15/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
57604	5/15/17	5/17/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
57484	5/14/17	5/14/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
57493	5/14/17	6/1/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
57433	5/13/17	5/25/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
57407	5/12/17	5/12/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
57381	5/12/17	5/12/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
57348	5/12/17	5/12/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
57328	5/12/17	5/12/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
57292	5/12/17	5/16/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
57314	5/12/17	5/20/17 Phone	Can?t make and/or receive calls	Unable to make contact with customer
	5/11/17		Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
57234	5/11/17	5/11/17 Phone		
57165		5/22/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
57161	5/11/17	5/16/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
57066	5/11/17	5/11/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
57199	5/11/17	5/12/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
57051	5/11/17	5/24/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
56933	5/10/17 1	2:00:00 AM Phone	Can?t make and/or receive calls	Technical issue identified and resolved
56888	5/10/17	5/10/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
56841	5/10/17	5/12/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
56778	5/10/17	5/10/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
56772	5/10/17	5/10/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
56996	5/10/17	5/16/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
56752	5/9/17	5/9/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
56654	5/9/17	5/9/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
56636	5/9/17	5/9/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
56635	5/9/17	5/9/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
56604	5/9/17	5/9/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
56588	5/9/17	5/9/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
56556	5/9/17	5/9/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
56570	5/9/17	5/20/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
56513	5/8/17	5/9/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
56446	5/8/17	5/8/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
56438			Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer Customer Care provided troubleshooting tips to customer
	5/8/17	5/8/17 Phone	· · · · · · · · · · · · · · · · · · ·	
56422	5/8/17	5/8/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
56316	5/8/17	5/9/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
56291	5/8/17	5/8/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
56285	5/8/17	5/9/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
56388	5/8/17	5/9/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
56323	5/8/17	5/11/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
56267	5/7/17	5/15/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
56187	5/6/17	5/6/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
56175	5/6/17	5/6/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
56155	5/5/17	5/5/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
56153	5/5/17	5/5/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
56131	5/5/17	5/5/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
56105	5/5/17	5/17/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
55997	5/5/17	5/5/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer

55938 5/4/17 5/4/17 Phone Can't make and/or receive calls Customer Care provided troubleshooting tips to customer 55876 5/4/17 5/4/17 Phone Can't make and/or receive calls Customer Care provided troubleshooting tips to customer 55828 5/4/17 5/4/17 Phone Can't make and/or receive calls Customer Care provided troubleshooting tips to customer Can't make and/or receive calls 55928 5/4/17 5/5/17 Phone Can't make and/or receive calls 55957 5/4/17 5/5/17 Phone Can't make and/or receive calls 55958 5/4/17 5/5/17 Phone Can't make and/or receive calls 55886 5/4/17 5/17/17 Phone Can't make and/or receive calls 55886 5/4/17 5/17/17 Phone Can't make and/or receive calls 55886 5/4/17 5/17/17 Phone Can't make and/or receive calls 55886 5/4/17 5/17/17 Phone Can't make and/or receive calls 55887 5/4/17 6/9/17 Phone Can't make and/or receive calls 55886 5/4/17 5/3/17 Phone Can't make and/or receive calls 55987 5/4/17 6/9/17 Phone Can't make and/or receive calls 55988 5/4/17 5/3/17 Phone Can't make and/or receive calls 55989 5/4/17 5/3/17 Phone Can't make and/or receive calls 55980 5/4/17 5/3/17 Phone Can't make and/or receive calls 55980 5/4/17 5/3/17 Phone Can't make and/or receive calls 55980 5/4/17 5/3/17 Phone Can't make and/or receive calls 55980 5/4/17 5/3/17 Phone Can't make and/or receive calls 55980 5/4/17 5/3/17 Phone Can't make and/or receive calls 55980 5/4/17 5/3/17 Phone Can't make and/or receive calls 55980 5/4/17 5/3/17 Phone Can't make and/or receive calls 55980 5/4/17 5/3/17 Phone Can't make and/or receive calls 55980 5/4/17 5/3/17 Phone Can't make and/or receive calls 55980 5/4/17 5/3/17 Phone Can't make and/or receive calls 55980 5/4/17 5/2/17 Phone Can't make and/or receive calls 55980 5/4/17 5/2/17 Phone Can't make and/or receive calls 55980 5/4/17 5/2/17 Phone Can't make and/or receive calls 55980 5/4/17 5/2/17 Phone Can't make and/or receive calls 55980 5/4/17 5/2/17 Phone Can't make and/or receive calls 55980 5/4/17 5/2/17 Phone Can't make					
S5876 SA/17 SA/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer	55938	5/4/17	5/4/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
S5828 S/4/17 S/4/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer	55924	5/4/17	5/8/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
S5818 S/4/17 S/5/17 Phone Can?t make and/or receive calls Technical issue identified and resolved	55876	5/4/17	5/4/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
S5757 S/4/17 S/16/17 Phone Can?t make and/or receive calls Technical issue identified and resolved	55828	5/4/17	5/4/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
S5752 S/4/17 S/5/17 Phone Can?t make and/or receive calls Technical issue identified and resolved	55818	5/4/17	5/5/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
S5886 S/4/17 S/17/17 Phone Can?t make and/or receive calls Technical issue identified and resolved	55757	5/4/17	5/16/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
S5860 S/4/17 S/2/17 Phone Can?t make and/or receive calls Technical issue identified and resolved	55752	5/4/17	5/5/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
S5867 S/4/17 6/9/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer	55886	5/4/17	5/17/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
55730 5/3/17 5/3/17 Phone Can?t make and/or receive calls Technical issue identified and resolved 55780 5/3/17 5/3/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55584 5/3/17 5/3/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55545 5/3/17 5/3/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55540 5/3/17 5/3/17 Phone Can?t make and/or receive calls Technical issue identified and resolved 55667 5/3/17 5/3/17 Phone Can?t make and/or receive calls Technical issue identified and resolved 55533 5/2/17 5/2/17 Phone Can?t make and/or receive calls Technical issue identified and resolved 55506 5/2/17 5/2/17 Phone Can?t make and/or receive calls Technical issue identified and resolved 55402 5/2/17 5/2/17 Phone Can?t make and/or receive calls Technical issue identified and resolved 55405 5/2/17 5/2/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55405 5/2/17 5/2/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55406 5/2/17 5/2/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55409 5/2/17 5/2/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55409 5/2/17 5/2/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55409 5/2/17 5/2/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55400 5/2/17 5/2/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55400 5/2/17 5/2/17 Phone Can?t make and/or receive calls Technical issue identified and resolved 55400 5/2/17 5/2/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55400 5/1/17 5/1/17 Phone Can?t make and/or receive calls Customer Care provided trouble	55860	5/4/17	5/22/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
S5710 S/3/17 S/9/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer	55867	5/4/17	6/9/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
55680 5/3/17 5/3/17 Phone Can't make and/or receive calls Customer Care provided troubleshooting tips to customer 55554 5/3/17 5/3/17 Phone Can't make and/or receive calls Customer Care provided troubleshooting tips to customer 55667 5/3/17 5/8/17 Phone Can't make and/or receive calls Technical issue identified and resolved 55667 5/3/17 5/8/17 Phone Can't make and/or receive calls Technical issue identified and resolved 55533 5/2/17 5/2/17 Phone Can't make and/or receive calls Customer Care provided troubleshooting tips to customer 55506 5/2/17 5/2/17 Phone Can't make and/or receive calls Customer Care provided troubleshooting tips to customer 55492 5/2/17 5/2/17 Phone Can't make and/or receive calls Customer Care provided troubleshooting tips to customer 55493 5/2/17 5/2/17 Phone Can't make and/or receive calls Customer Care provided troubleshooting tips to customer 55494 5/2/17 5/2/17 Phone Can't make and/or receive calls Customer Care provided troubleshooting tips to customer 55495 5/2/17 5/2/17 Phone Can't make and/or receive calls Customer Care provided troubleshooting tips to customer 55496 5/2/17 5/2/17 Phone Can't make and/or receive calls Customer Care provided troubleshooting tips to customer 55408 5/2/17 5/2/17 Phone Can't make and/or receive calls Customer Care provided troubleshooting tips to customer 55408 5/2/17 5/2/17 Phone Can't make and/or receive calls Technical issue identified and resolved 55409 5/2/17 5/2/17 Phone Can't make and/or receive calls Technical issue identified and resolved 55409 5/2/17 5/2/17 Phone Can't make and/or receive calls Technical issue identified and resolved 55401 5/2/17 5/2/17 Phone Can't make and/or receive calls Customer Care provided troubleshooting tips to customer 55401 5/2/17 5/1/17 Phone Can't make and/or receive calls Customer Care provided troubleshooting tips to customer 55409 5/1/17 5/1/17 Phone Can't make and/or receive calls Customer Care provided troubleshooting tips to customer 55409 5/1/17 5/1/17 Phone Can't make and/or receive calls Customer Care pr	55730	5/3/17	5/3/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
55554 5/3/17 5/3/17 Phone Can?t make and/or receive calls Technical issue identified and resolved 55642 5/3/17 5/2/17 Phone Can?t make and/or receive calls Technical issue identified and resolved 55563 5/2/17 5/2/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55506 5/2/17 5/2/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55402 5/2/17 5/2/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55403 5/2/17 5/2/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55404 5/2/17 5/2/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55404 5/2/17 5/2/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55405 5/2/17 5/2/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55408 5/2/17 5/2/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55408 5/2/17 5/2/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55408 5/2/17 5/2/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55409 5/2/17 5/2/17 Phone Can?t make and/or receive calls Technical issue identified and resolved 55299 5/1/17 5/1/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55298 5/1/17 5/1/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55298 5/1/17 5/1/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55219 5/1/17 5/1/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55229 5/1/17 5/1/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55229 5/1/17 5/1/17 Phon	55710	5/3/17	5/9/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
55542 5/3/17 5/13/17 Phone Can?t make and/or receive calls Technical issue identified and resolved 55667 5/3/17 5/2/17 Phone Can?t make and/or receive calls Technical issue identified and resolved 55536 5/2/17 5/2/17 Phone Can?t make and/or receive calls Technical issue identified and resolved 55596 5/2/17 5/2/17 Phone Can?t make and/or receive calls Technical issue identified and resolved 55492 5/2/17 5/2/17 Phone Can?t make and/or receive calls Technical issue identified and resolved 55495 5/2/17 5/2/17 Phone Can?t make and/or receive calls Technical issue identified and resolved 55496 5/2/17 5/2/17 Phone Can?t make and/or receive calls Technical issue identified and resolved 55496 5/2/17 5/2/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55497 5/2/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55498 5/2/17 5/2/17 Phone Can?t make and/or receive calls Technical issue identified and resolved 55408 5/2/17 5/2/17 Phone Can?t make and/or receive calls Technical issue identified and resolved 55299 5/1/17 5/2/17 Phone Can?t make and/or receive calls Technical issue identified and resolved 55299 5/1/17 5/2/17 Phone Can?t make and/or receive calls Technical issue identified and resolved 55298 5/1/17 5/1/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55298 5/1/17 5/1/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55297 5/1/17 5/1/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55298 5/1/17 5/1/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55299 5/1/17 5/1/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55290 5/1/17 5/1/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer 55291 5/1/17 5/1/17 Phone Can?t make and/or	55680	5/3/17	5/3/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
S5667 S/3/17 S/8/17 Phone Can?t make and/or receive calls Customer Care provided troubleshooting tips to customer	55554	5/3/17	5/3/17 Phone	Can?t make and/or receive calls	Customer Care provided troubleshooting tips to customer
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55506 5/2/17 5/2/17 Phone Can?t make and/or receive calls 55492 5/2/17 5/2/17 Phone Can?t make and/or receive calls 55475 5/2/17 5/2/17 Phone Can?t make and/or receive calls 55476 5/2/17 5/2/17 Phone Can?t make and/or receive calls 55476 5/2/17 5/2/17 Phone Can?t make and/or receive calls 55477 5/2/17 5/2/17 Phone Can?t make and/or receive calls 55478 5/2/17 5/2/17 Phone Can?t make and/or receive calls 55479 5/2/17 5/2/17 Phone Can?t make and/or receive calls 5548 5/2/17 5/2/17 Phone Can?t make and/or receive calls 5549 5/2/17 5/2/17 Phone Can?t make and/or receive calls 55408 5/2/17 5/2/17 Phone Can?t make and/or receive calls 55304 5/2/17 5/2/17 Phone Can?t make and/or receive calls 55529 5/1/17 5/2/17 Phone Can?t make and/or receive calls 555298 5/1/17 5/1/17 Phone Can?t make and/or receive calls 55298 5/1/17 5/1/17 Phone Can?t make and/or receive calls 55296 5/1/17 5/1/17 Phone Can?t make and/or receive calls 55296 5/1/17 5/1/17 Phone Can?t make and/or receive calls 55297 5/1/17 5/1/17 Phone Can?t make and/or receive calls 55298 5/1/17 5/1/17 Phone Can?t make and/or receive calls 55298 5/1/17 5/1/17 Phone Can?t make and/or receive calls 55296 5/1/17 5/1/17 Phone Can?t make and/or receive calls 55297 5/1/17 5/1/17 Phone Can?t make and/or receive calls 55298 5/1/17 5/1/17 Phone Can?t make and/or receive calls 55298 5/1/17 5/1/17 Phone Can?t make and/or receive calls 55298 5/1/17 5/1/17 Phone Can?t make and/or receive calls 55298 5/1/17 5/1/17 Phone Can?t make and/or receive calls 55298 5/1/17 5/1/17 Phone Can?t make and/or receive calls 55299 5/1/17 5/1/17 Phone Can?t make and/or receive calls 55209 5/1/17 5/1/17 Phone Can?t make and/or receive calls 55219 5/1/17 5/1/17 Phone Can?t make and/or receive calls 55219 5/1/17 5/1/17 Phone Can?t make and/or receive calls 55219 5/1/17 5/1/17 Phone Can?t make and/or receive calls 55219 5/1/17 5/1/17 Phone Can?t make and/or receive calls 55210 5/1/17 5/1/17 Phone Can?t make and/or receive calls 55210 5/1/17 5/1/17 Phone Can?t make and/	55667	5/3/17	5/8/17 Phone	Can?t make and/or receive calls	Technical issue identified and resolved
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